



NEW ORLEANS

Let Everyone Advance with Dignity
Law Enforcement Assisted Diversion



Mixed-Methods Program Evaluation 2024

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Initial Evaluation Questions

Participant Level Outcomes

Goals

- Assess program impacts on individual health & well-being of LEAD participants across all Districts.
- Identify existing gaps in services across all Districts.

Evaluation Questions

- What are the gaps in the support available to LEAD participants?
- What do LEAD participants need to thrive and heal?
- Through the perspectives of LEAD participants, how have the services provided impacted their lives?

Method

- In-depth narrative storytelling with LEAD participants at different stages of program engagement across all Districts.



Initial Evaluation Questions

Program Level Outcomes

Evaluation Questions

- Is LEAD case management capacity sufficient to meet the needs of referred participants?
- To what extent is LEAD being utilized by law enforcement?

Method

- Analysis of existing data.
- Meeting attendance with LEAD PCG, local LEAD-affiliated data group, nationwide LEAD evaluators, and LEAD New Orleans Project Managers from October 2023 to June 2024. 3



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

Qualitative in-depth interviews (N=6)

Theoretical Design

Quality of Life

Activities & Occupations

Community-Social Relations & Support

General Life Satisfaction

Health-Alcohol & Other Drugs

Health-Outlook

Health-Physical

Health-Psychological Well-Being

Purpose-Goal-Attainment

Purpose-Hope

Fidelity Framework (Participant)

Arrest/Pre-booking Diversion

Culturally Humble/Responsive

Eligibility Aligned w/Objectives

Field-Based

Harm Reduction

Long-Term/Not Time-Limited

Non-Police Referrals

Not Abstinence or Compliance-Based

Participant-Drive/Holistic

Participants Engaged/Satisfied

Social Contact

Sufficient-Staffing

Trauma-Informed

Stages of Change

Precontemplation

Contemplation

Preparation/Determination

Action/Willpower

Maintenance



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

Qualitative in-depth interviews (N=6)

Participant Interview Demographics

Participant #1

LEAD-TAS
30 years old/Black/Male
Homeless at enrollment
5 jail bookings
Simple Burglary
Booked into jail

Participant #2

LEAD-TAS
42 years old/White/Female
Homeless at enrollment
2 jail bookings
Criminal trespass, possession
of paraphernalia
Booked into jail

Participant #3

LEAD-TAS
59 years old/White/Male
Homeless at enrollment
7 jail bookings
Theft, on parole
Booked into jail

Participant #4

LEAD-NAMI
54 years old/Black/Male
Homeless at enrollment
4 jail bookings
Social contact/arrest diversion

Participant #5

LEAD-NAMI
56 years old/Black/Male
Homeless at enrollment
Over 30 jail bookings
Social contact/arrest diversion

Participant #6

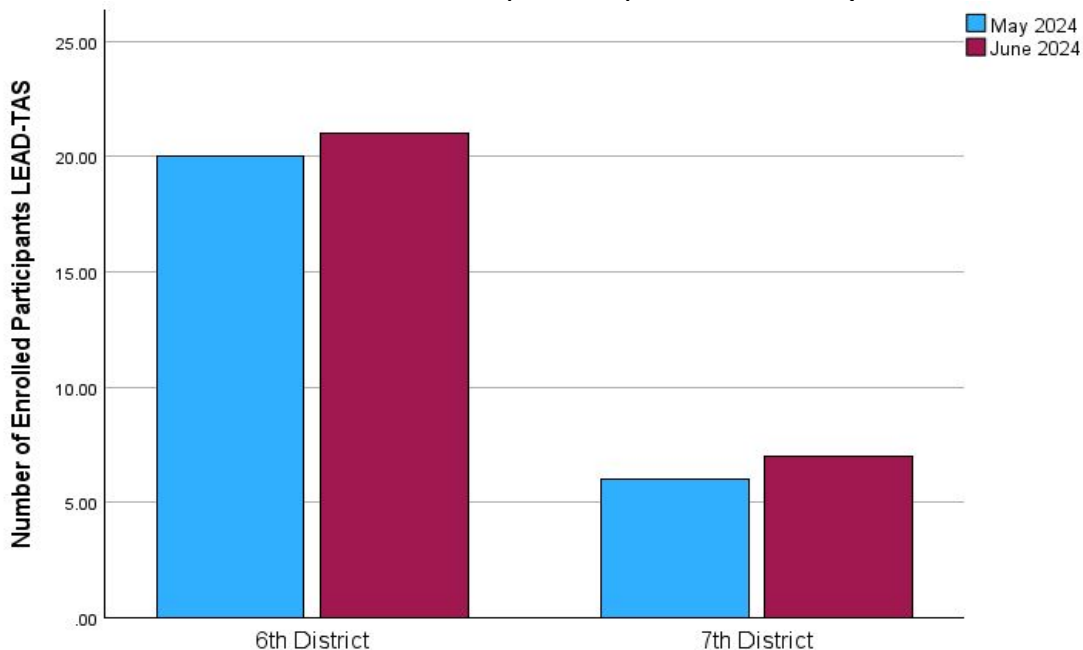
LEAD-NAMI
62 years old/Latino/Male
Homeless at enrollment
7 jail bookings
Social contact/arrest diversion



Program Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Pilot referral enrollment (N=116) from January to June 2024



“Actually I was in jail. Yeah, I was in jail and oh my god, well, one of the ladies that was walking around is um, like the caseworkers, right? So I’m actually talking, I’m like, y’all. I need, housing. I need, you know, I need help. And so she gave my name to LEAD. So and that was a Thursday that following Tuesday, boom, [LEAD] was at the jail.” (P2)

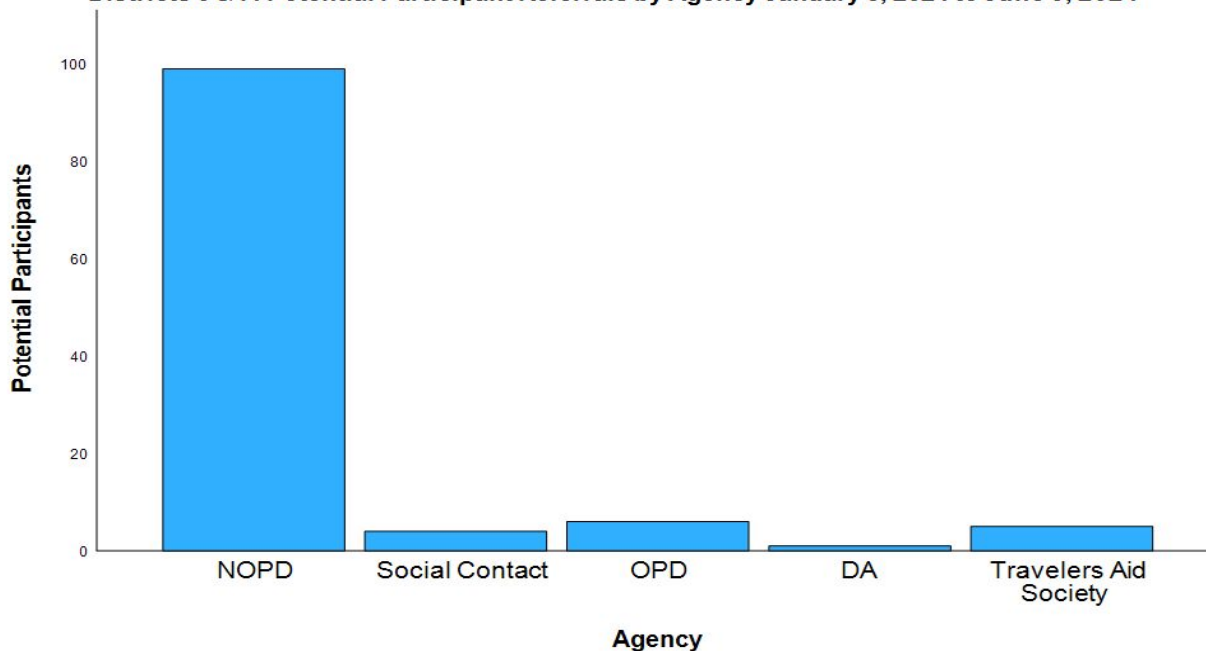


Program Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Pilot referral source (N=116) from January to June 2024

Districts 6 & 7: Potential Participant Referrals by Agency January 3, 2024 to June 6, 2024



“I got locked up for a theft, I'm thief. And I was stealing out the stores. And they locked me up for about two weeks and then [LEAD] showed up. And then [LEAD] asked me, [they] said, ‘Look, man, let me help you..’...So from that point on, [LEAD] got me out.” (P3)

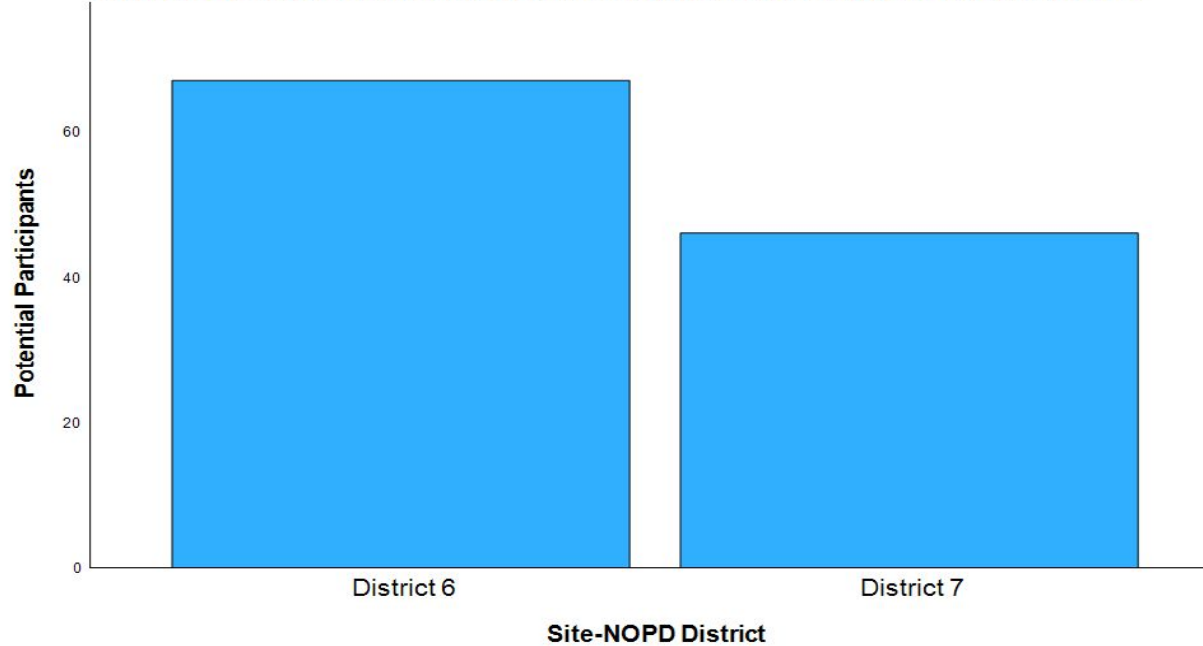


Program Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Pilot referral by Districts (N=116) from January to June 2024

Districts 6 & 7: Potential Participant Referrals by District January 3, 2024 to June 6, 2024



“I haven't been arrested or been pulled over in a minute.” (P1)

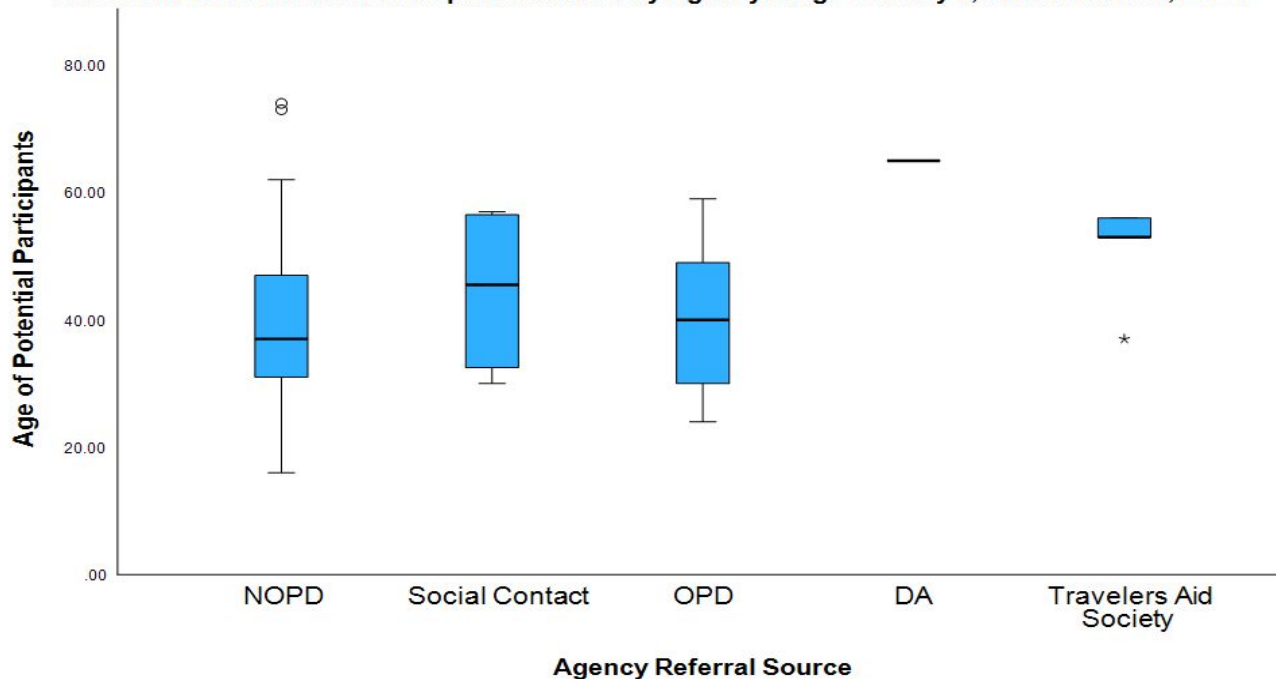


Program Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Pilot referral source and age (N=116) from January to June 2024

Districts 6 & 7: Potential Participant Referrals by Agency & Age January 3, 2024 to June 6, 2024



“[Without LEAD] I’m gonna go right back in the streets and I’m gonna steal, rob, and take what I want because why? Y’all leave me no other choice.” (P3)

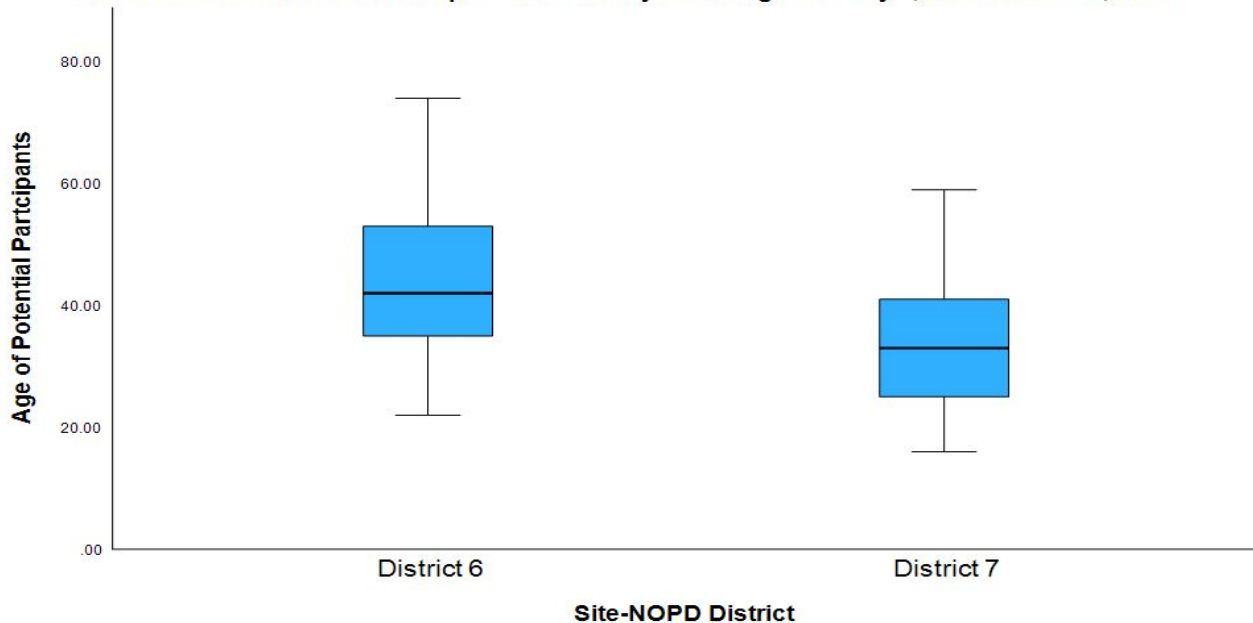


Program Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Pilot referral District & age (N=116) from January to June 2024

Districts 6 & 7: Potential Participant Referrals by Site & Age January 3, 2024 to June 6, 2024



“And I look at these people that I see[n] six months ago, they been living under the bridge... they tore up. They are tore mentally... You see people on anything. I’m not crazy. I see him and I hear them at night. I might be loaded. On some nights, I’m not loaded. I’m just, I’m looking out my tent. And I see these spirits walking around. Lost souls we call them.” (P3) 10

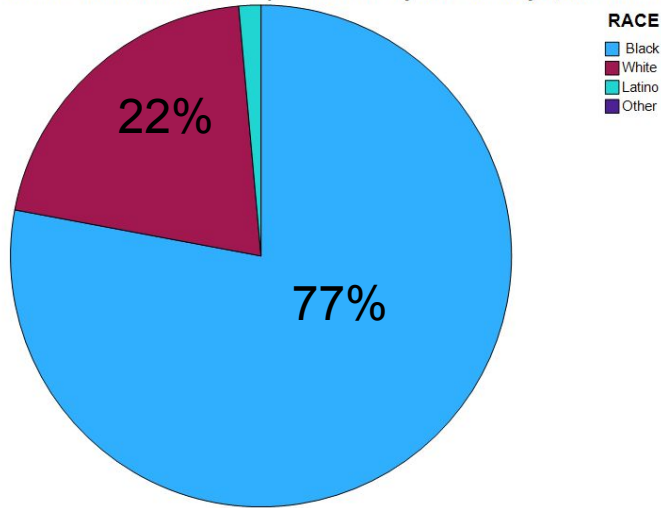


Program Level Outcomes: Data Collection & Analysis

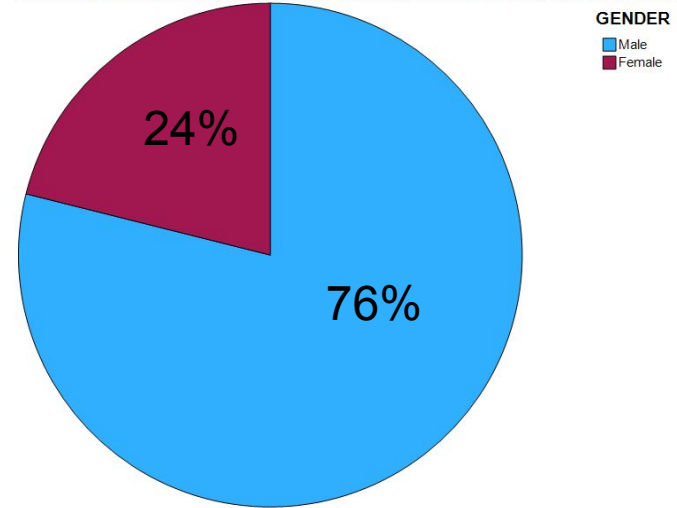
Districts 6 & 7-Travelers Aid Society

Pilot referral race & gender (N=116) from January to June 2024

Districts 6 & 7: Potential Participant Referrals by Race January 3, 2024 to June 6, 2024



Districts 6 & 7: Potential Participant Referrals by Gender January 3, 2024 to June 6, 2024



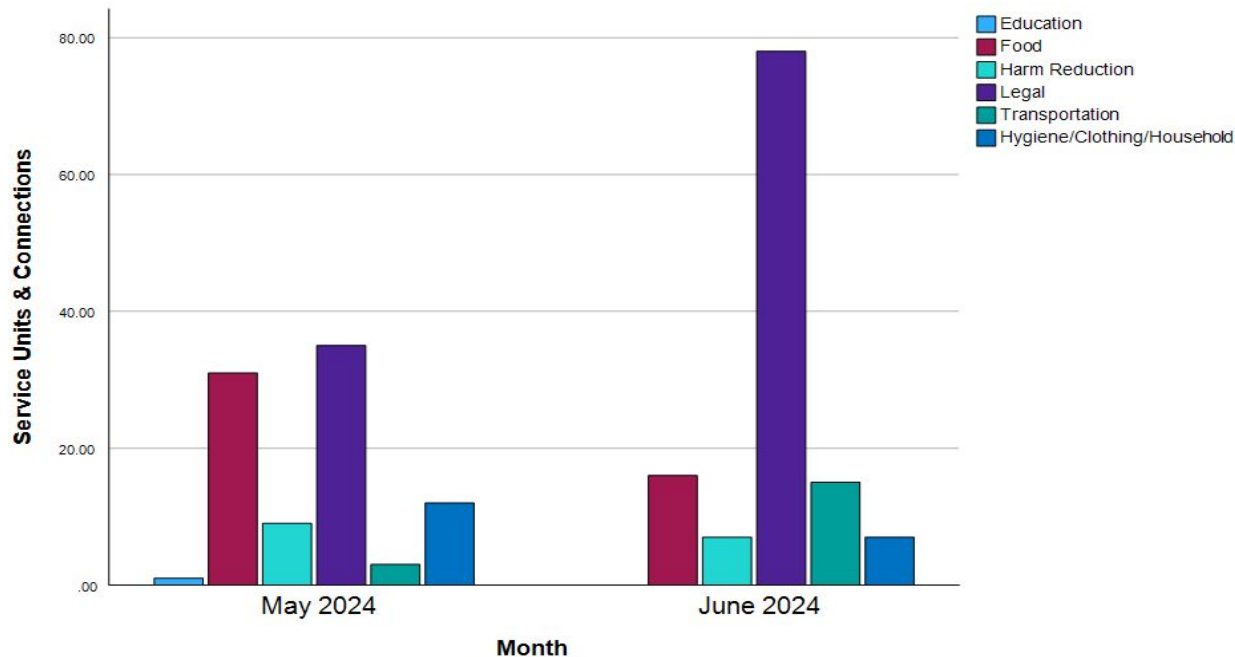
“I want to live life again. I want that again. I want to feel what it is like, what it... what it feels like to be like that... feel that feeling again, you know, like myself, I want to be me.” (P2)



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Service connections from May to June 2024



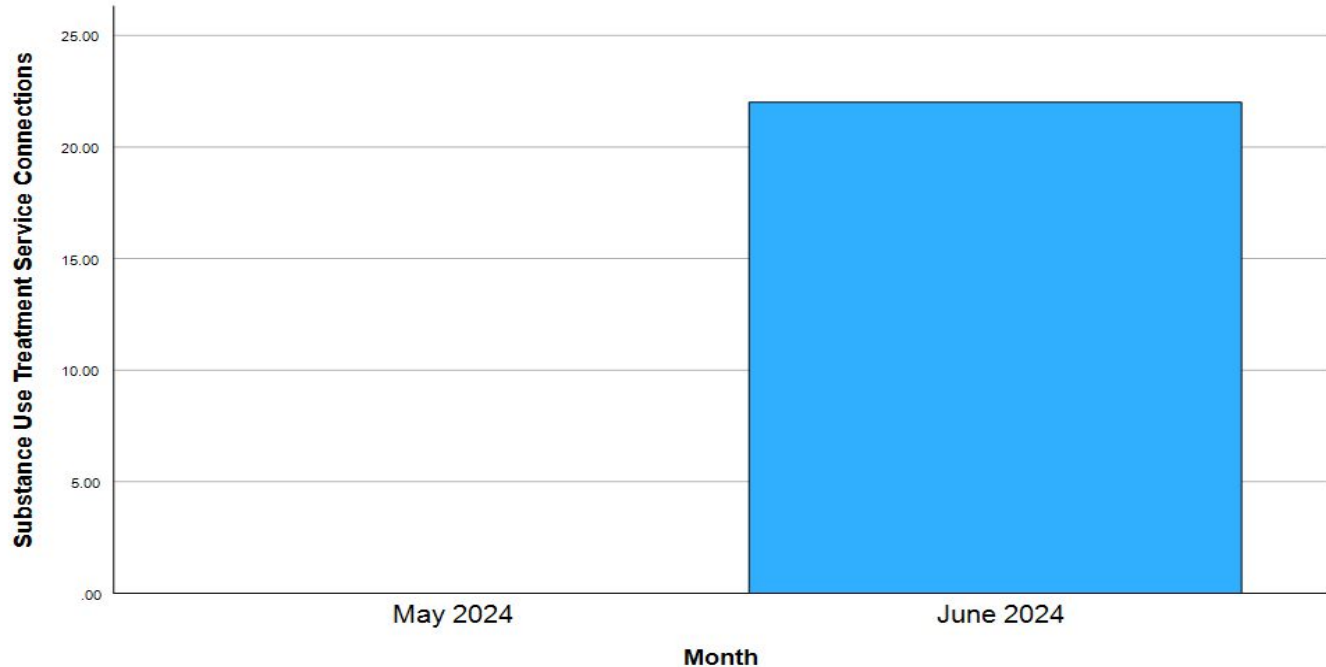
“Like, for instance, transportation... they offer that, they offer if you're hungry, you just let [them] know. You know what I'm saying? They offer everything a person could need.” (P2)



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Substance use treatment connections from May to June 2024



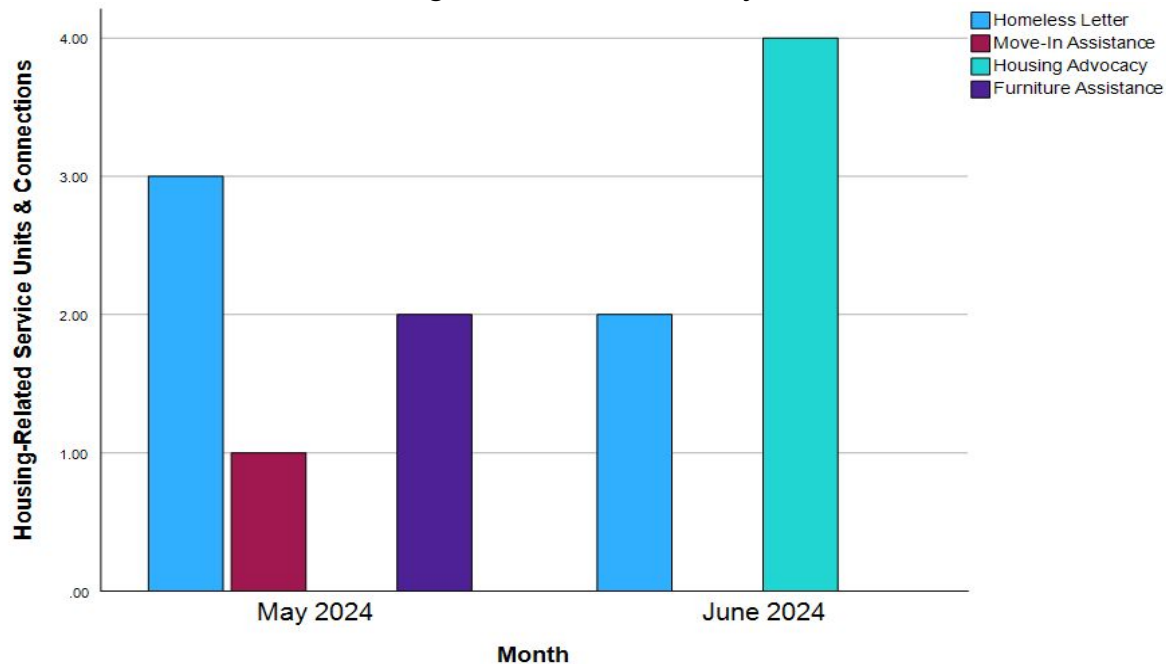
“You know, [LEAD] helped me get clothes. [they] helped me get personals, you know, because I’m in a rehab right now, actually, I used to be on drugs. Yeah. And I’m clean now. And [LEAD] helped me... just tremendously helped me with everything. Like, I had some money when I got out. [LEAD] brought me and got my ID because I had to cash a check. Yep, and [LEAD’s] just amazing man.” (P2)



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Housing services from May to June 2024



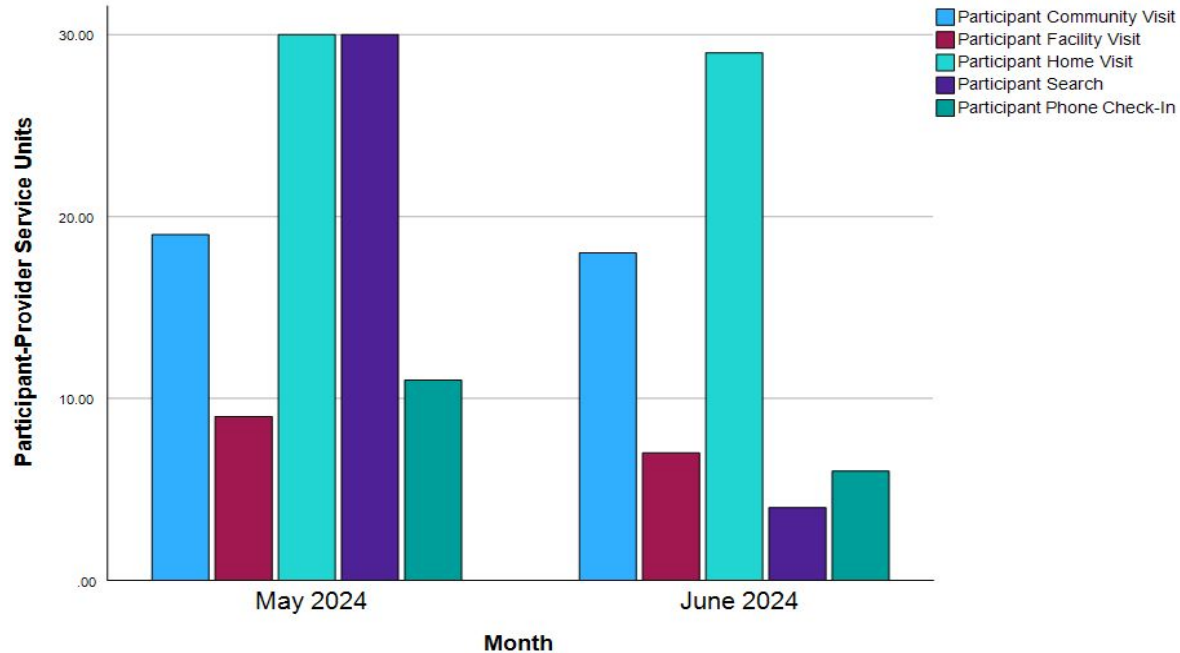
“I’m trying to see how this housing thing is going and go. I only take one day at a time because if I take two steps, I’m gonna end up somewhere where I don’t want in the streets, and I don’t want to do that. I want to be able to take these baby steps...” (P3)



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Participant-provider field engagement locations from May to June 2024



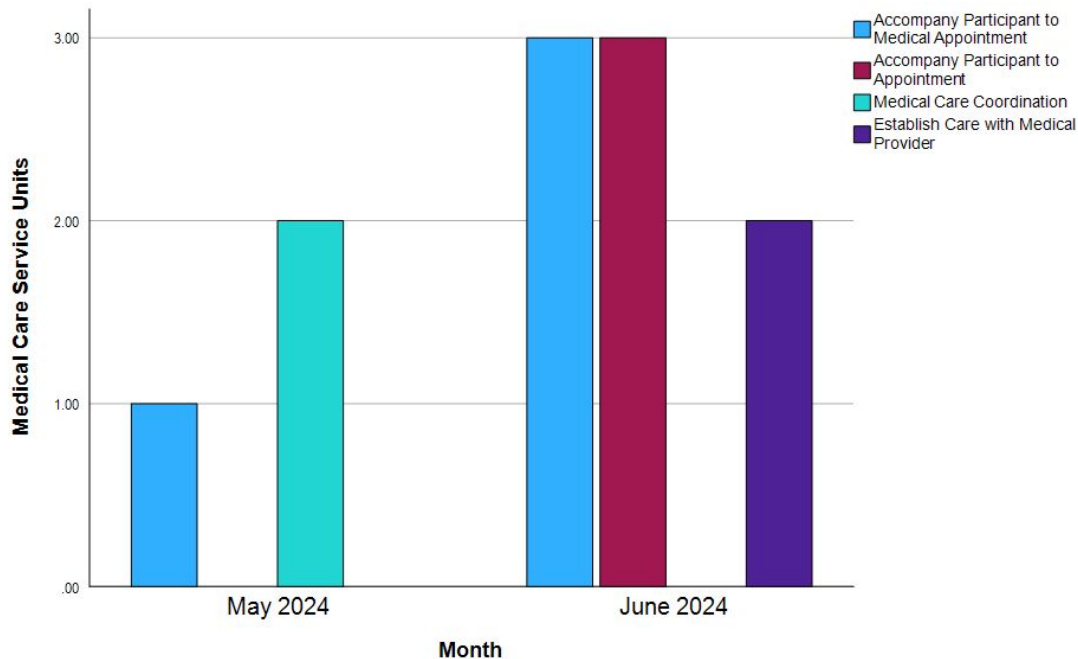
“It’s a program that they come to you. She’s seen me twice a week when I was [in jail], you know, coming on [their] own time and just, you know, looking out for me, you know, talking to me, talking me through, you know, doing paperwork, you know, getting me into the program and... just amazing, amazing people.” (P2)



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Participant medical advocacy from May to June 2024



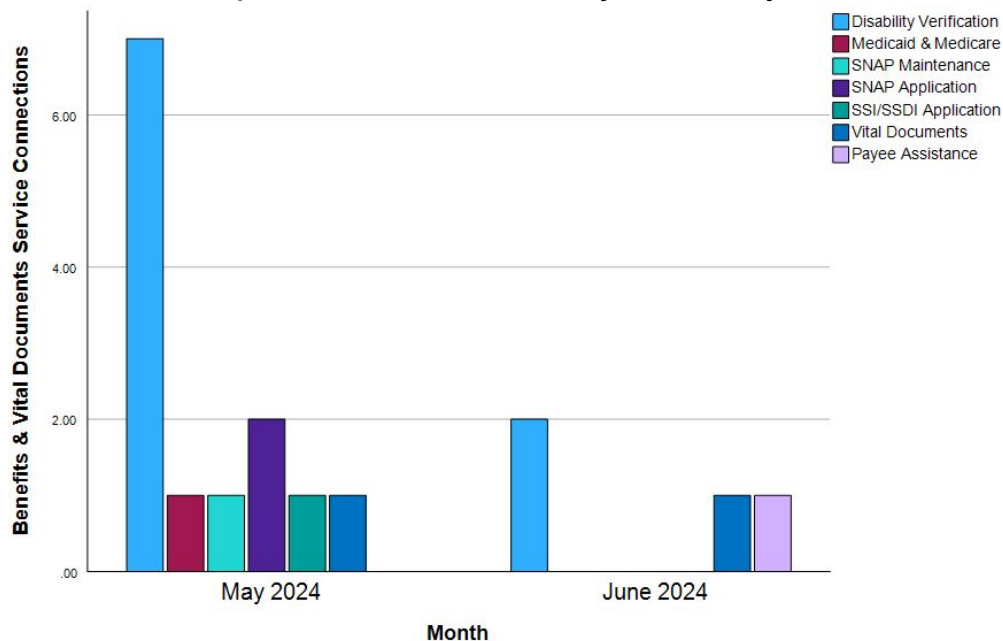
“I’m going to the doctor now you know, I got doctor’s appointments. I got, you know... like a family physician. Yeah, you know, [LEAD] set me up with all that.” (P2)



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society

Participant benefits advocacy from May to June 2024



“[LEAD’s] helping me with housing. I got the letters that I need to get because, you know, I’ve been homeless for over... over two years. I lost my family in a car accident.” (P2)



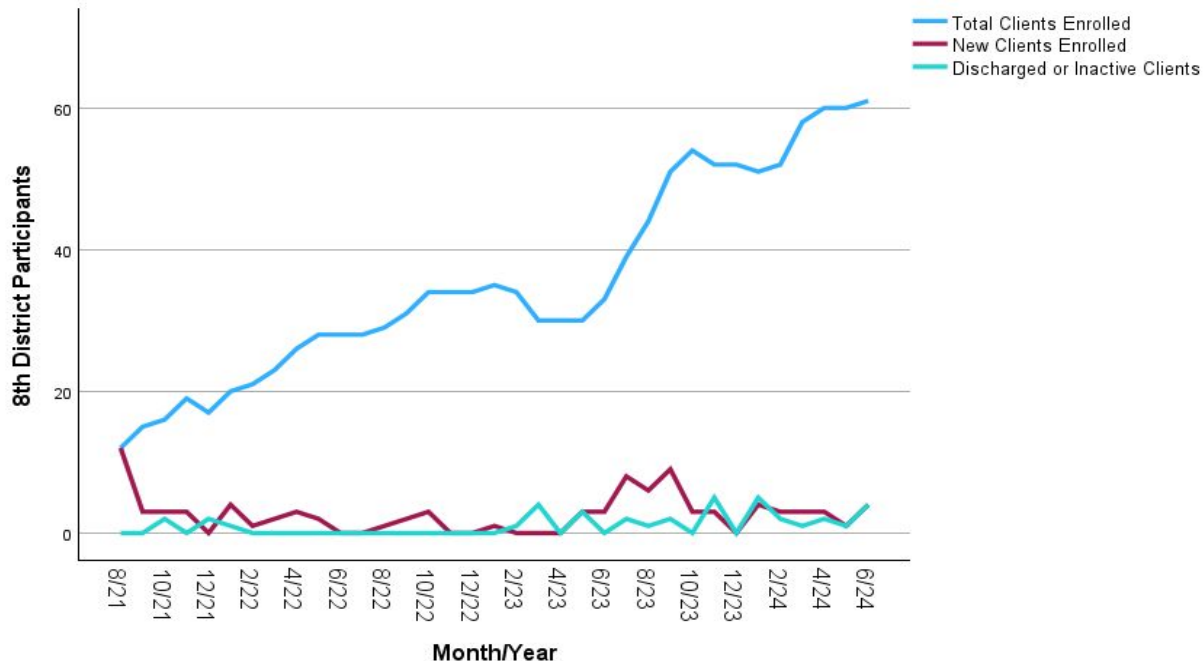
***Reflections from TAS LEAD
case managers***



Program Level Outcomes: Data Collection & Analysis

District 8-NAMI

Participant enrollment from August 2021 through June 2024



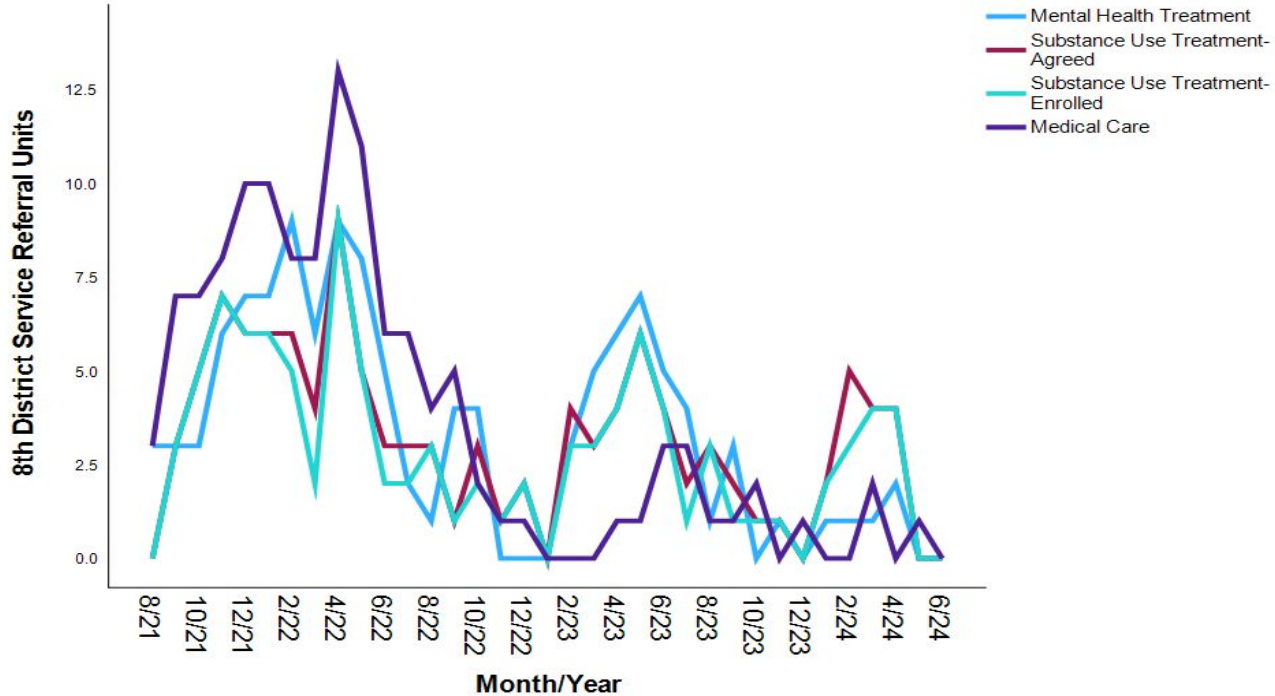
“I would live in denial, you know about my problems. But uh, it just came to a point to where I woke up and like, you know, I reached out for help. And [LEAD] has been there for me since this transformation took place in my life.” (P5)



Participant Level Outcomes: Data Collection & Analysis

District 8-NAMI

Service referrals from August 2021 through June 2024



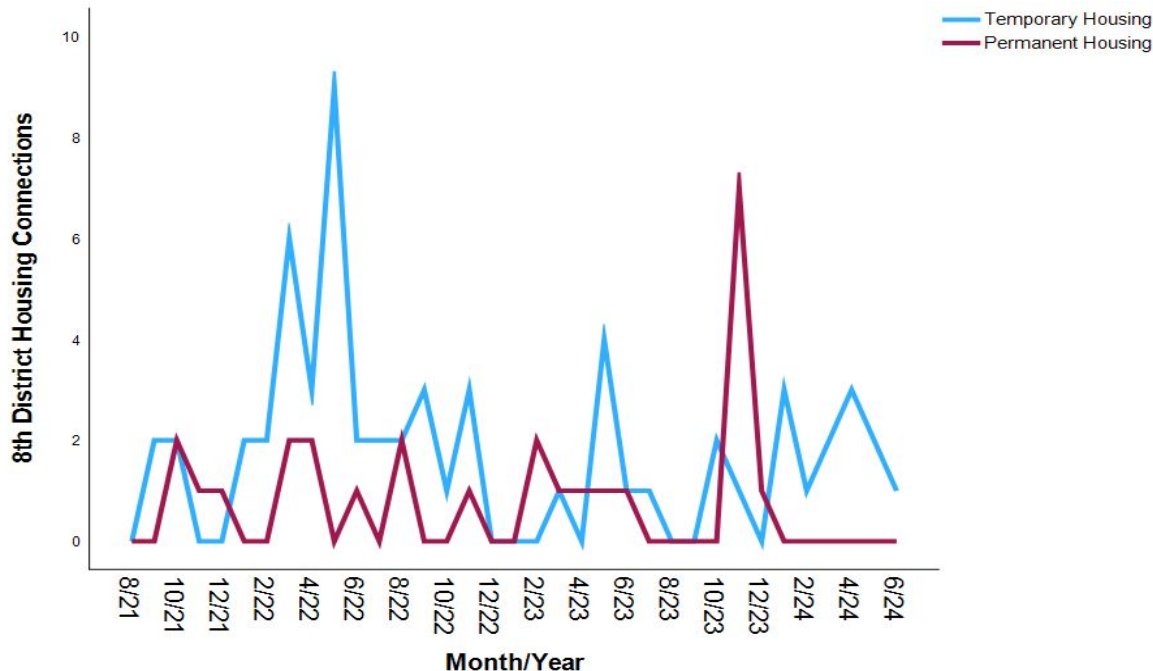
“On the street, yeah. Oh, no, it was terrible. It was terrible....I never went to doctor's appointments. I didn't have a primary care doc...[now] I'm at every appointment. I'm about to go to the dentist and get everything fixed with my mouth. I'm about to get my eyeglasses, everything.” (P4)



Participant Level Outcomes: Data Collection & Analysis

District 8-NAMI

Housing connections from August 2021 through June 2024



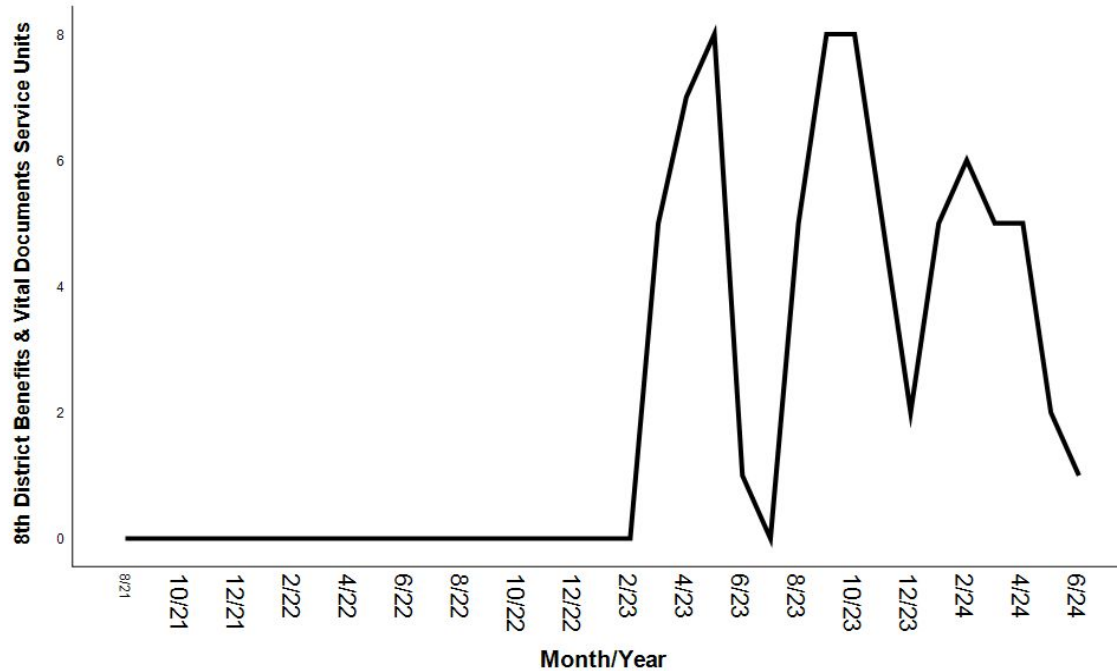
“I wake up at home. I have a house now. I was living on the street and I have a house now.” (P4)



Participant Level Outcomes: Data Collection & Analysis

District 8-NAMI

Benefits & vital documents assistance from August 2021 through June 2024



“They started calling me setting up appointments with me and helped me get my ID. They helped me get my food stamps. They helped me apply for my Social Security.” (P5)



Program Level Outcomes: Data Collection & Analysis

District 8-NAMI

Court support from August 2021 through June 2024



“By them going into court every week, we had, you know, court dates, so every month they was with me every step of the way. They never let me go by myself. That’s why I respect them so much. They never let me go by myself, now and always I have somebody there with me. And so it made me have a whole different outlook on the court system, period.” (P4)



***Reflections from NAMI LEAD
case managers***



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

Qualitative in-depth interviews (N=6)

Prevalent Deductive Themes

Quality of Life:

Activities & Occupations

Community-Social Relations & Support

General Life Satisfaction

Health-Alcohol & Other Drugs

Health-Outlook

Health-Physical

Health-Psychological Well-Being

Purpose-Goal-Attainment

Purpose-Hope

LEAD Fidelity Framework (Participant):

Arrest/Pre-booking Diversion

Culturally Humble/Responsive

Eligibility Aligned w/Objectives

Field-Based

Harm Reduction

Long-Term/Not Time-Limited

Non-Police Referrals

Not Abstinence or Compliance-Based

Participant-Drive/Holistic

Participants Engaged/Satisfied

Social Contact

Sufficient-Staffing

Trauma-Informed

Stages of Change:

Precontemplation

Contemplation

Preparation/Determination

Action/Willpower

Maintenance



Recommendations: System Gaps

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

Big “S” System Gaps:

- Strengthen communication and collaboration between on-the-ground stakeholders to mitigate incarceration length of stay and decrease times between booking, release, and follow-up in the community (MOUs to share information effectively).
- Critical intervention shift to Municipal and Magistrate Court first appearances (FAs) due to screen potential LEAD-eligible participants booked into jail. Streamline methods/procedures to quickly identify potential and current LEAD participants at FAs (tracking through documentation).
- Allow access or sharing of daily first FAs data from Municipal and Magistrate Courts, jail booking data and NOPD arrest data (tracking through documentation).

small “s” system gaps:

- Need for uniform data collection and entry across all sites (screening/intake forms, enrollment forms, document monthly check-ins, clearly defined variables/units).
- Staff training and clinical supervision at each site; improve staff retention & recruit interns from local universities.
- Continued NOPD training to increase arrest/pre-booking diversion.
- Collaborative, consistent, and strategic LEAD-TAS & NAMI/NOPD street outreach efforts.



Recommendations: Understanding the People Who LEAD Serves

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

Quality > Quantity

- Clarify how to define “success” and document service connection outcomes.
- Revisit the LEAD Fidelity Framework and discuss what principles and values are “non-negotiables.”
- Continue to assess if any increases in capacity could compromise LEAD principles.
- Strategize consistent and collaborative street outreach efforts based on listening to the lived experiences of enrolled participants.



Recommendations: Community Outreach & Stakeholder Buy-Ins

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

- Continue to educate and integrate system actors: FA Judges/Commissioners, ADAs (screeners), City Attorneys, and Public Defenders.
- Build community & business partnerships:
 - New Orleans Business Alliance
 - NOLA Coalition
 - French Quarter Business Association
 - Downtown NOLA- Downtown Development District
 - Greater New Orleans East Business Alliance
 - Bouigny Improvement Association
 - New Orleans Chamber of Commerce
 - Neighborhood Associations



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

Qualitative in-depth interviews (N=6)

Prevalent Emerging Themes

Participants assess programs and providers for consistency.

“I could be going through something and some time[s] I need to talk to somebody, I need to reach out to somebody when I need some help. You know, and [LEAD] have always been there for me. They always get a call from me, they always come and check up on me.” (P5)

“Waking up every day knowing that if I got a problem, I could call somebody like [LEAD], you know, that helps people that come from the street... just knowing that they got a phone number to call somebody... that, you know, that's that's a big deal. Once you win them over, you know, once you win somebody over that's been on the streets... they will know [LEAD] will consistently be there.” (P4)

“They need to go out there, man, under that bridge and say, ‘Hey.’ Look, don't make a big deal out of it right, because they're gonna clamp up, like a crawfish, right. And they're gonna, they're not gonna speak, they're gonna shut right up. You're gonna shut them down.” (P3)



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

Qualitative in-depth interviews (N=6)

Prevalent Emerging Themes

Access to transportation is imperative to sustaining participant engagement.

“[LEAD’s] be giving me them bus passes.” (P1)

“[LEAD] gave me bus tickets when [they] could, because I needed a bus ticket to run back and forth.” (P3)

“You know, they helped me, gave the bus passes.” (P2)



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

Qualitative in-depth interviews (N=6)

Prevalent Emerging Themes

Participants tell others about their experiences with programs and providers.

“I like, I got a lot of friends. You know, the first thing I tell them about [LEAD], you know, they need to get with [LEAD], you know, one of these programs. But I tell them about [LEAD] because that's the one that impacted me the most.” (P4)

“I gave the number [for LEAD] to somebody at Wendy's.” (P2)

“I see [LEAD] every other day ‘till I was literally sick of them coming up. My peoples finding me, like, coming to the park finding me. I was like, I had people telling me ‘Oh man, the guy from [LEAD] is looking for you.’ It's like, oh my god!” (P4)



Participant Level Outcomes: Data Collection & Analysis

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

Qualitative in-depth interviews (N=6)

Prevalent Emerging Themes

Participants have the lived experience and can share outreach recommendations:

“I think that fine way to present help to the people that need help... I think a lot of people need help in substance abuse, mental health... because there's a lot of people out there suffering from mental health and substance abuse. So I think that a lot of programs need to be set up to meet them right where they're at. I think we need more people on the Battlefield... not sit behind a desk... because [out there], that's where the real battle is at.” (P5)

“Cos you gotta go, you got to go out there and on the streets and dig to find these people. They're not going to just tell you right off [that they need help].” (P3)



Evaluation Limitations

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

- *Small participant sample size for qualitative data.*
- *NAMI and TAS are two different organizations collecting different data.*
- *TAS data is not longitudinal.*
- *Inconsistent data entry with lack of clearly defined variables.*
- *Unable to identify any statistical correlations with current data.*
- *Participant selection bias and social desirability bias.*



Evaluation Question Outcomes

Districts 6 & 7-Travelers Aid Society and District 8-NAMI

- **What are the gaps in the support available to LEAD participants?**
LEAD offers a pathway to a holistic continuum of care- No noted or reported gaps in services.
- **What do LEAD participants need to thrive and heal?**
Safety, connection, trust, purpose and hope.
- **Through the perspectives of LEAD participants, how have the services provided impacted their lives?**
The LEAD framework shows an increase in quality of life for all participants that were interviewed.
- **Is LEAD case management capacity sufficient to meet the needs of referred participants?**
Current job openings.to ensure the quality of case management can be sustained.
- **To what extent is LEAD being utilized by law enforcement?**
Majority of social contact referrals through NOPD.