



# Highlighting State Site Successes

February 28, 2023

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# Deflection in New Mexico

Law Enforcement Assisted Diversion/Let Everyone Advance with Dignity

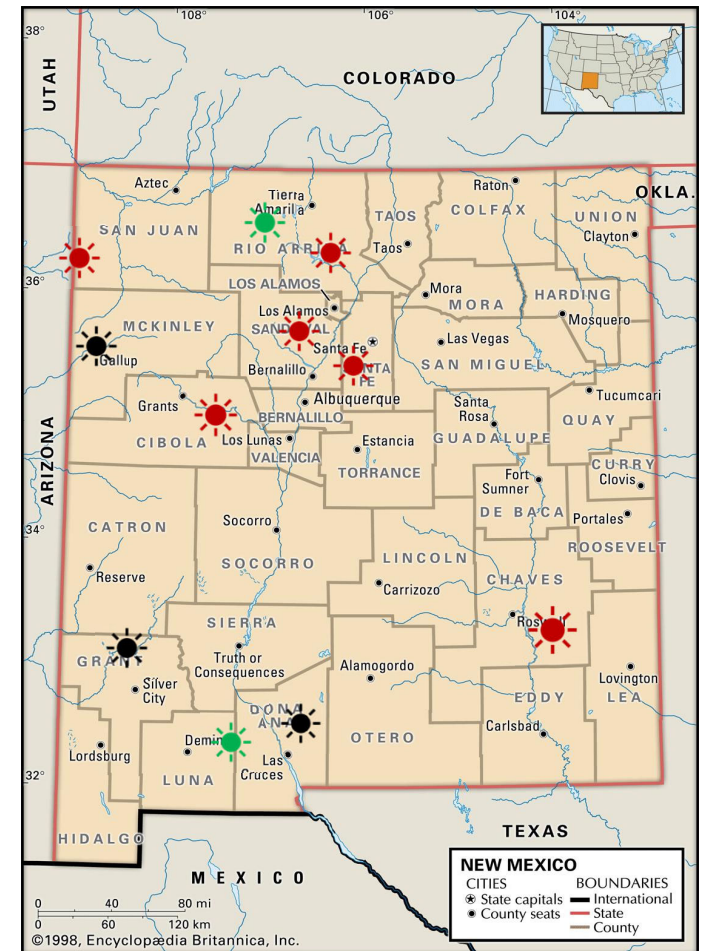


# LEAD in NM: An Overview

- First LEAD program started in 2014 (2<sup>nd</sup> in US)
- Today, 11 LEAD programs
  - ☀ 6 funded by COSSAP (2020)
  - ☀ 2 funded by COSSAP (2018)
  - ☀ 3 funded by NM state general dollars (2021)

## LEAD programs in NM:

- Participate in ongoing support, training, and technical assistance.
- Participate in NM LEAD Learning Collaboratives.
- Participate in a cross-site evaluation.



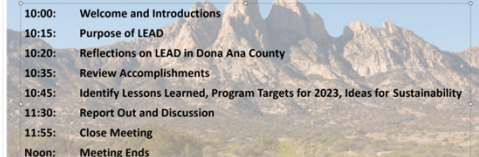
# Ongoing Support and Training

- **Support program planning with program manager and stakeholders**
- **One-on-one monthly check-ins with program managers (from planning to implementation)**
  - Evaluators and/or case managers participate, depending on the site.
- **One-on-one training for new case managers**
  - Locally developed LEAD case manager handbook.
  - Overview of LEAD principles, training on harm reduction and motivational interviewing, creating and using an individualized care plan.
  - Encourage ride alongs w/ police departments (PDs), introduction to local service providers.
- **Annual reflections and planning meeting with policy coordinating groups (PCGs)/stakeholders**
  - Review goals and objectives, accomplishment, and set targets.
- **Encourage Sites to participate in national support**
  - LEAD Support Bureau Collaboratives for
  - project managers (PMs), case managers (CM), law enforcement (LE) and clinical supervision (CS).
  - COSSAP TA support and monthly grantee meetings.

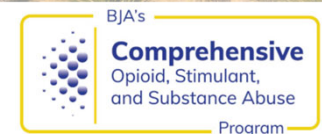
## Law Enforcement Assisted Diversion (LEAD) CASE MANAGER HANDBOOK

Created by:  
Persephone Behavioral Health

### Meeting Agenda

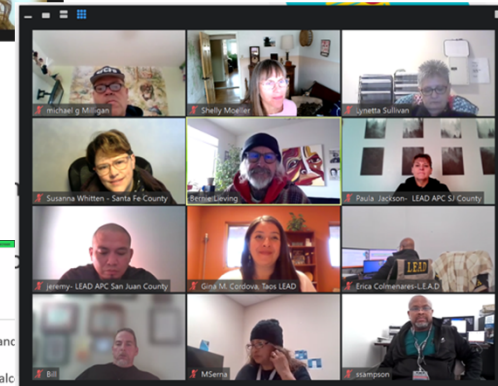


10:00:	Welcome and Introductions
10:15:	Purpose of LEAD
10:20:	Reflections on LEAD in Dona Ana County
10:35:	Review Accomplishments
10:45:	Identify Lessons Learned, Program Targets for 2023, Ideas for Sustainability
11:30:	Report Out and Discussion
11:55:	Close Meeting
Noon:	Meeting Ends



# NM Learning Collaboratives: Nurture Cross-Site Support/ Relationships and Continual Capacity Building/Professional Development

- **Program Manager Discussions ~5 per year**
  - Budgeting
  - Program sustainability
  - Supporting and encouraging arrest diversions
  - Invite guests from other LEAD programs in US
- **Case Manager Group Session ~ 6 per year**
  - Street-based case management
  - Tools and strategies LEAD CM
  - Harm reduction in the context of LEAD case management
- **PMs, CMs, CSs, PCGs - ~ 2 per year**
  - LEAD Theory of Change
  - Drug policy
  - Harm reduction
  - Partnering/advocating for permanent supportive housing



HR Continued

- Treat people who use drugs with dignity and
- Recognize some ways of using drugs and alc
- Quality of life, community and family well-being, and level of functioning are the focus; not the cessation of drug use.

The LEAD CM Handbook seems to dichotomize harm reduction v. abstinence (p. 13). What are your thoughts on this?

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# Cross Site Evaluation

## **NM LEAD Program Goals:**

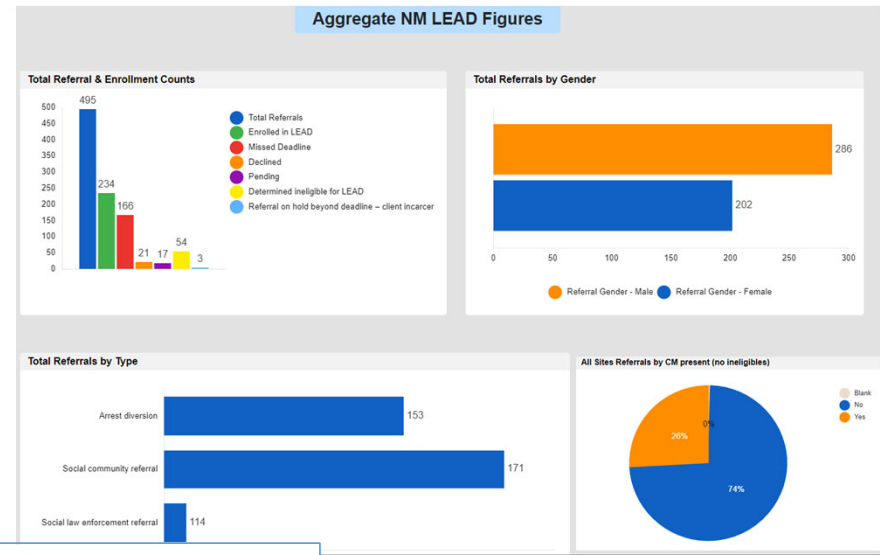
1. Reduce criminal behavior, decrease criminal justice and emergency public health service utilization, and improve public safety in NM.
2. Reduce drug overdose, substance use disorder, and improve the quality of life among people with a substance use disorder who are diverted into a LEAD program.
3. Improve the response to people with substance use disorders by increasing the coordination and collaboration among the criminal justice, social service, and public health systems in the six partner communities.

## **Evaluation Questions:**

1. How consistently and equitably are people referred and enrolled into NM LEAD programs, and what factors influence success?
2. How consistently and comprehensively do NM LEAD clients engage in case management and other services, and what practices and other factors support engagement?
3. What are the impacts of NM LEAD programs on participants' criminal justice involvement, recidivism, substance use behavior and readiness to change, and quality of life, and what factors are associated with those impacts?

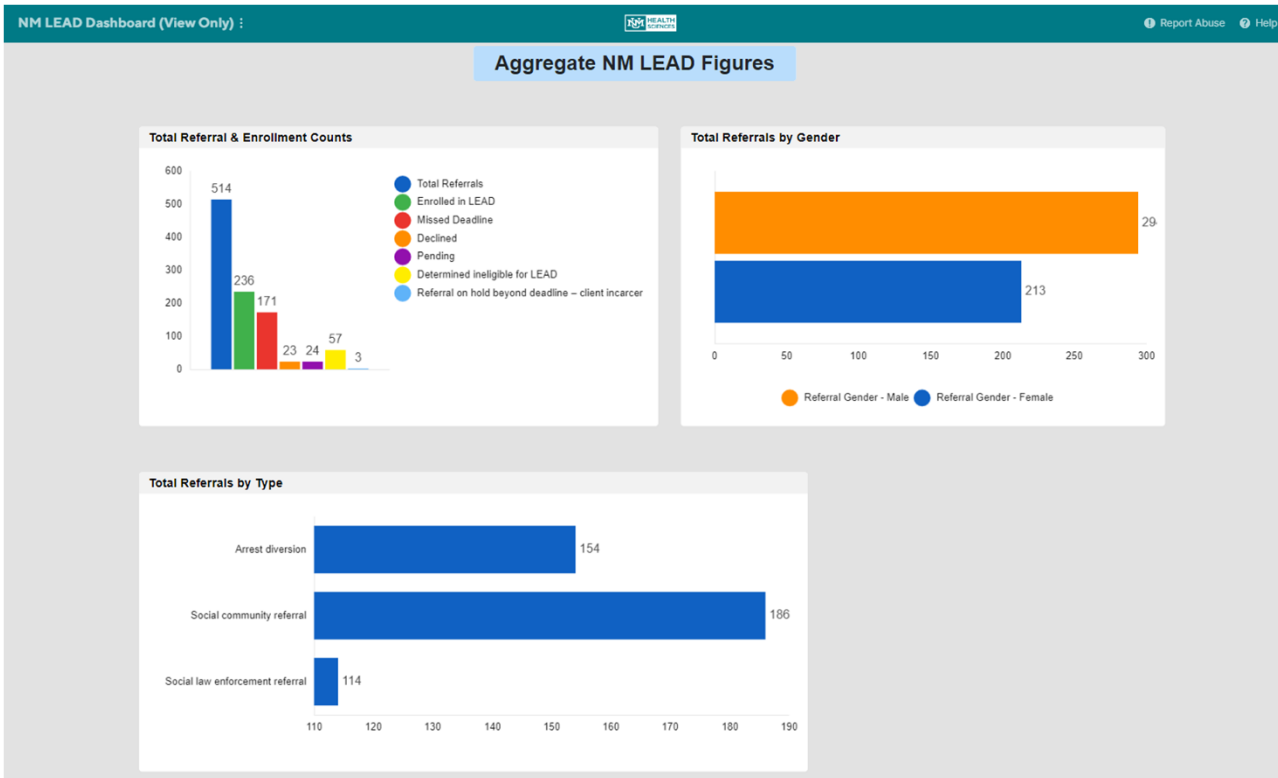
# Cross-Site Evaluation Process

- Site-specific, real-time data feedback loop:
  - ✓ Local evaluator in each site who:
    - Monitors data quality.
    - Works with program staff to understand data and use information for ongoing program improvement.
  - ✓ Real-time data dashboard
  - ✓ Monthly dashboard reports
- Ongoing training on data collection process for new program staff
- Monthly check-ins, data discussion, and data sharing with local evaluators





# NM LEAD Real Time Data Dashboard



Challenge	Solutions	Achievements
<b>Lack of Buy-in for Law Enforcement Assisted Diversion</b>	Connect DA who supports LEAD with DA who opposes.	DA came on board, sent prosecutor to planning meetings, signed memorandum of understanding (MOU), and has representation on operational work group and policy coordinating group.
	Launched program with PDs who have buy-in, collect data, and share across other local jurisdictions.	Three sites are in process of expanding with additional LE agencies that include the Sheriff's office, state police, smaller jurisdictions.
	Launched program supporting social contact referrals, not requiring or pressuring for arrest diversion.	PDs see impact of enrollment and participation on LEAD. PDs revisit and refine criteria and arrest diversions increase.
	Continue to build relationships with PDs: keep in communication loop, conduct briefing trainings, CMs participate in ride alongs w/ LE.	Gaining referrals from agencies who signed MOUs but did not originally participate.
	Launched program as Let Everyone Advance With Dignity (other deflection pathway).	Referrals from one police agency after 3 months of implementation. Officers are now trained and officially on board.

Challenge	Solutions	Achievements
<b>Low Enrollment (&lt;60% of referrals)</b>		
<ul style="list-style-type: none"> <li>Lack of warm handoff</li> </ul>	<ol style="list-style-type: none"> <li>Connect CM with referral through phone call by officer.</li> <li>Revisit diversion process in officer trainings and stress importance of warm handoffs.</li> </ol>	Work in progress
<ul style="list-style-type: none"> <li>Not enough CM staff to respond to referrals</li> </ul>	<ol style="list-style-type: none"> <li>Increase pay of case managers.</li> <li>Create CM Outreach Coordinator Position.</li> </ol>	Additional CMs hired
<ul style="list-style-type: none"> <li>CM cannot find referral</li> </ul>	<ol style="list-style-type: none"> <li>Improve information about individuals.</li> <li>Other ideas?</li> </ol>	Work in progress
<b>Low Participant Engagement (&lt;75% of enrollees)</b>	<ol style="list-style-type: none"> <li>Work with host agency to understand and support intensive CM.</li> <li>Train CMs on street-based CM.</li> <li>Train CMs on harm reduction in context of LEAD.</li> </ol>	Work in progress
<b>Lack of Human Resources</b>	<ol style="list-style-type: none"> <li>Support other deflection models in NM.</li> </ol>	Work in progress

# Deflection in West Virginia

Law Enforcement Assisted Diversion/Handle With Care



# Funded Programs in WV: Three Primary Strategies

- ☑ Quick Response Teams (QRTs)
- ☑ LEAD Program
- ☑ Angel Program

## Implemented within 9 Counties:

Berkeley	Mercer	Wood
Cabell	Monongalia	Wyoming
Kanawha	Raleigh	McDowell



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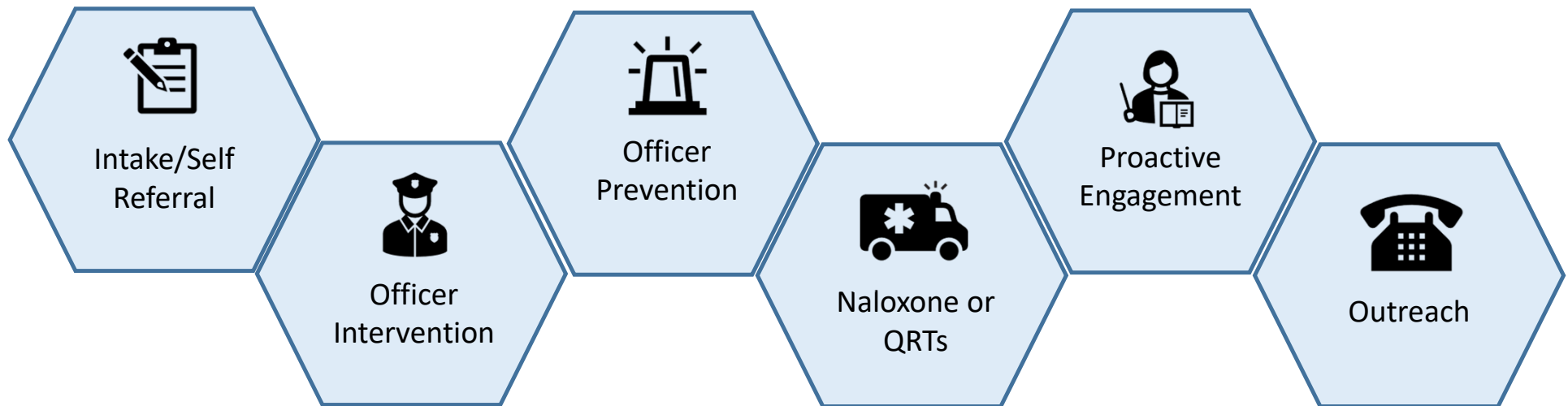
## Cordata & QRT National Collaborative

- Cordata Healthcare Innovations provides support to the WV COSSAP project through licensing of the LEAD and Angel Programs, provision of technical support and training to users of the programs, and coordination of the O2SL (Operation 2 Save Lives) and QRT National technical assistance project (O2SL&QRT).
- Cordata added licensing for the LEAD and Angel programs and fully integrated them within the Quick Response Team community navigation platform already licensed from Cordata.
- Cordata also provides data and evaluation expertise to support grant evaluations.

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# Pathway Deflection Academy

Introductory training that includes concepts and practices for deflection and pre-arrest diversion pathways:

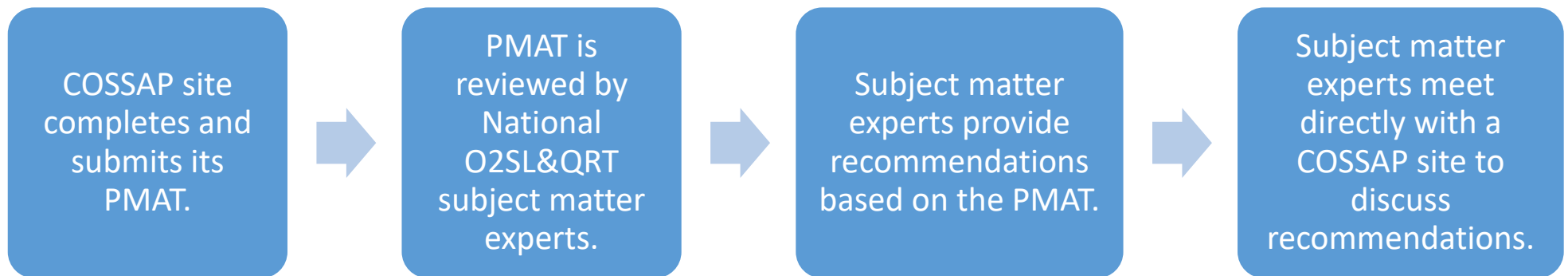


Six pathways introduced to WV COSSAP sites to be integrated into overdose response.

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# Project Management Adherence Tool (PMAT)

The PMAT is a self-assessment tool developed by Operation 2 Save Lives and QRT National to measure quality improvement and process development. WV COSSAP sites are required to complete a PMAT bi-annually.





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## Handle with Care (HWC)

- If LE encounters a child during a call, the child's name is passed on to their school/day care with "Handle with Care" before the following day of school.
- Goal: prevent exposure to trauma and violence for children, mitigate effects of trauma, increase awareness of issue.

# Questions



BJA's



**Comprehensive**  
Opioid, Stimulant,  
and Substance Abuse

Program