



santa cruz county probation department:
healthy returns initiative process evaluation

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Introduction

The Santa Cruz County Probation Department is receiving a Healthy Returns Initiative grant from the California Endowment in order to undergird health service provision for youth during and after detention.

Ceres Policy Research is currently serving as the local program evaluator for this grant.

As the local evaluator, Ceres Policy Research is conducting process evaluation check-ins with key Healthy Returns Initiative (HRI) team members. These team members include Cynthia Chase, Krystal Guzman, Kathleen Hofvendahl-Clark, Urmilla Schmidt-Cohen, Mary Caston, Toni Spencer, Laura Garnette, and Olivia Martinez.

These key stakeholders are sent an email prompt that asks for quick responses to the following three questions:

- What were the greatest successes achieved by the HRI program in the last month?
- What were the greatest challenges faced by the HRI program in the last month?
- What are your suggestions for revision of the HRI program?

We report the findings for the second time below.

Findings

While HRI team had differing perspectives during the first reporting period, they are starting to identify similar successes, challenges, and revisions.

We summarize our findings below. In the last report, we provided a complete list of every comment provided by the HRI team. We did this because there were no clear patterns in the comments. For this report, we focus on the common themes in order to guide the ongoing work of the team.

Successes

The HRI team identified two primary successes that were achieved in the late spring and summer of 2006:

- Every respondent feels that hiring Kathleen, the health educator, has been a huge success. Moreover, everyone is impressed with how quickly she has been integrated into the team.
- The majority of the team identified the ongoing communication and cooperation of the team as a success. Regular meetings have allowed the group to set goals, revise the database, share information to help with case management of youth, develop strategies to help families. Continued cooperation between team members allowed youth to be transported to San Jose for a neuropsychological assessment. It has also allowed the collection of MASY2 and NCCD evaluation data.

Challenges

The HRI team identified five challenges over the same time period.

- While the team members identify the ongoing collection of MASY2 data as a success, they also identified many concerns related to the difficulty in collecting the data. Some team members noted that the lack of a kiosk has made data collection difficult. Others described delays and difficulties around the scoring of the MASY2. Due to delays in scoring, results were not available for some youth. Several team members also question the value of the data being collected.
- While the team members felt that they successfully completed the NCCD evaluation scantron sheets, all of the team members who participated in this process expressed frustration over how much time it took. The burden of data collection was exacerbated by the fact that they were not warned about how much time they would need to dedicate to data collection. Several team members also question the value of the data being collected.
- Several team members noted that the exit plan and referral protocols are not clear.
- Team members noted that the loss of the HRI nurse, the delay in hiring the health educator to replace the nurse, vacations, and sick leaves delayed the progress of the team.
- Some team members noted that the database is still not complete.

Suggested Revisions

The HRI team suggested the following revisions to the program:

- Team members have requested that the probation department install the MASY2 kiosk to help with MASY2 data collection.
- Team members would like to develop strategies to ease the burden of NCCD evaluation data collection.
- Team members would like to see the database completed.
- Team members would like to further clarify the exit plan and referral protocols.

Ceres Policy Research feels that these suggestions are clear. We have no other suggestions or recommendations to add to this list.