

A CHECKLIST FOR ASKING 50 ACTIONABLE QUESTIONS FROM DIVERSION DATA

Data Field	Key Performance Indicator	Q. No.	Question to ask	Action Area
Referral Received Date	No. of Referrals Received	1	How many referrals received, min, max, average? Monthly, Quarterly, Yearly	Resources, Staffing, Workload Management
Diversion Placement Date	No. of Diversion Placements	2	How many were placed on diversion, min,max, average? Monthly, Quarterly, Yearly	Resources, Staffing, Workload Management
	Diversion Placement Rate	3	Persons referred and out of those how many placed on diversion	Program Policies Review, Staff Training
	Diversion Rate Trending	4	How does Diversion Placement rate varies monthly, quarterly, yearly	Program Policies Review, Staff Training

Data Field	Key Performance Indicator	Q. No.	Question to ask	Action Area
Race	Compare Race	5	Compare referrals by Race	Program Policies Review, Staff Training
		6	Compare diversions by Race	Program Policies Review, Staff Training
		7	Compare diversion Rate by Race	Program Policies Review, Staff Training
Gender	Compare Gender	8	Compare referrals by Gender	Program Policies Review, Staff Training
		9	Compare diversions by Gender	Program Policies Review, Staff Training
		10	Compare diversion Rate by Gender	Program Policies Review, Staff Training
Referral Source	No. of Referral Sources	11	Compare top sources of referrals	Communication with External Agencies
		12	How do the no. of referrals trend monthly, quarterly, yearly. Are they trending up or down?	Resources, Staffing, Workload Management
Referral Status	Compare Status	13	How many are in referral status but not active on diversion?	Workflow Efficiency Improvement Planning
Diversion Placement Date	Referral to Placement Days/Time to Placement	14	How long they remain in referral status before becoming officially involved with diversion?	Workflow Efficiency Improvement Planning
		15	Min, Max, Average, Median days to placement	Workflow Efficiency Improvement Planning
		16	How does this length of time varies by each PO? How does it change over time? Are some POs taking longer to place people?	Compare Performance and Communicate
		17	Is overall time to placement getting longer or shorter?	Workflow Efficiency Improvement Planning

Data Field	Key Performance Indicator	Q. No.	Question to ask	Action Area
Referral Status	Active	18	How many are currently active in diversion?	Operational Metrics
		19	How long they have been active in diversion status?	Operational Metrics
Probation Officer	PO	20	How many people are assigned and how many are active per PO?	Operational Metrics
Diversion End Date	Program Stay Length	21	How long people stay in the program?	Workflow Efficiency Improvement Planning
		22	How does length of stay varies for each PO? Who is keeping them longer?	Compare Performance and Communicate
Type of Intervention	Interventions	23	What are the top interventions being offered?	Intervention Planning
Diversion End Date	Exits	24	What %age of people successfully exit the diversion program vs what %age is unsuccessful?	Intervention Planning
Type of Offense	Programs and Offenses	25	What interventions are offered for top offenses?	Intervention Planning
		26	What are the top offenses?	Intervention Planning
		27	What is the overall trend of offenses? Which offenses are on the rise vs offenses in decline?	Intervention Planning
Offense Date	Offense to Referral Days	28	Time from offense to referral received.	Workflow Efficiency Improvement Planning
		29	How does offense to referral time varies monthly, quarterly, yearly? Is it getting better or worse?	Workflow Efficiency Improvement Planning

Data Field	Key Performance Indicator	Q. No.	Question to ask	Action Area
Date of Birth	Age	30	Which age group has the highest referrals?	Program Policies Review, Staff Training
Referral Date	Referral Sesonality	31	Which months referrals peak?	Resources, Staffing, Workload Management
		32	Which offenses peak during certain months?	Resources, Staffing, Workload Management
Risk Score	Risk Assessment	33	How many are active by high, low, medium risk?	Operational Metrics
		34	How are risk levels distributed among POs?	Resources, Staffing, Workload Management
		35	How do successful/unsuccessful terminations relate to risk levels?	Program Policies Review, Staff Training
		36	How does level of risk relate to type of offense?	Program Policies Review, Staff Training
		37	How does level of risk relate to type of intervention? Are certain interventions offered to higher percentage of high risk person?	Program Policies Review, Staff Training
		38	Are certain interventions offered to high percentage of low risk persons?	Program Policies Review, Staff Training
		39	Do we need to adjust programming to reflect better risk recognition?	Program Policies Review, Staff Training
		40	How does level of risk relate to length of program stay? Are lower risk risk persons staying longer in the program?	Program Policies Review, Staff Training
		41	Do some POs carry low risk persons for longer periods of time compared to other POs? Is there a performance issue?	Program Policies Review, Staff Training
		42	Which age groups have higher percentage of high risk population?	Program Policies Review, Staff Training
		43	Which demographic groups have higher percentage of high risk population?	Program Policies Review, Staff Training
Program Unit/ Department	Caseload Assessment			

		44	How do I adjust the responsibilities among various units and also gain buy-in from staff regarding why the changes need to be made	Resources, Staffing, Workload Management
		45	What is the share of prevention and intervention work the probation officers are doing in addition to supervising people on Probation.	Resources, Staffing, Workload Management
Program Completion	Completion Rate			
		46	What is the success rate of program completion? Which program components (interventions, groups, preventive measures) help work towards successful completion and which ones are not working as expected	Program Policies Review, Staff Training
		47	What factors are driving success/failure for successfully completing the program? Which factors can be changed for better success rate? What would be the expected change if certain actionable factors are changed?	Program Policies Review, Staff Training
Did Person Recidivate?	Recidivism Rate			
		48	What is the recidivism rate for diversion? Which program components (interventions, groups, preventive measures) are working and which ones are not working as expected	Program Policies Review, Staff Training
		49	Which factors are driving success/failure of diversion program?	Program Policies Review, Staff Training
		50	Which driving factors are actionable? Which factors can be changed for better success of diversion program? What would be the expected change if certain actionable factors are changed?	Program Policies Review, Staff Training

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