

**Provincial Court of Nova Scotia
Wellness Court Programs Steering Committee**

Evaluation Framework

Introduction

The purpose of this document is to provide a framework for evaluation of the Wellness Court Programs in Nova Scotia defining the minimum set of indicators to be consistently collected as part of a routine delivery of programs and propose a framework for periodic engagement in independent research that investigates discreet questions relevant to the Wellness Court Programs and the people who participate in them, which are not part of the routine evaluation.

What is program evaluation?

Program evaluation can be described as the systematic collection of information about the activities, characteristics, and outcomes of programs which can facilitate judgments about, improve overall effectiveness, and/or inform decisions about future program development (Patton, 1997). Program evaluation is generally influenced by real-world constraints and should be practical and feasible and conducted within the confines of available resources, time and context (U.S. Department of Health and Human Services Centers for Disease Control and Prevention, 2011). Fundamentally, it should serve a useful purpose, be conducted ethically and produce accurate findings. These findings should facilitate decisions about program implementation and to improve program effectiveness.

Many questions can be part of an evaluation, however, in general, they fall into these groups:

- **Implementation:** Were program's activities put into place as originally intended?
- **Effectiveness:** Is the program achieving the goals and objectives it was intended to accomplish?
- **Efficiency:** Are the program's activities being produced with appropriate use of resources such as budget and staff time?
- **Cost-Effectiveness:** Does the value or benefit of achieving goals and objectives of the program exceed the cost of producing them?
- **Attribution:** Can progress on goals and objectives be shown to be related to the program, as opposed to other things that are going on at the same time?

Approaches and considerations

The goal of Nova Scotia's Wellness Court Programs is to improve both the mental health and addictions-related health outcomes and improve justice outcomes, through a joint partnership

between the Departments of Health & Wellness and Justice. As such, the program evaluation framework should consider aspects of both health and justice outcomes.

In the context of health services evaluation, information about quality of care can be drawn from three categories (Donabedian, 1980):

- structure (factors that affect the context in which care is delivered),
- process (how care is delivered), and
- outcomes (effect/results of care delivered)

There is, however, no consensus in the available literature that describes best practices in program evaluation, particularly within the context of problem solving courts (Campbell, Canales & McTague, 2016).

Campbell et al. in their report on *Problem solving courts: An evaluation guide and template* identified several principles that can be applied to the evaluation of Wellness Courts:

- The evaluation should be focused, with realistic and appropriate questions, keeping in mind available resources (access to data, human resources, participants) to support the evaluation, and it can be completed in a reasonable timeframe
- Stage of the wellness court program's lifecycle – depending if the wellness court program is in pre-implementation, recently implemented or well established court, each may require a different form of evaluation design and methodology
- The relationship between the evaluators and the wellness court program should be clearly defined. The evaluators can come from within the Wellness Court Program team or be external to it, and the degree to which responsibility for the entire evaluation planning and execution lies with the evaluator may vary. The Wellness Court Program may choose to engage in collaborative partnership with the evaluators or keep the evaluators relatively independent of, or at arms' length to, the team.
- Type of evaluation employed has implications for the conclusions that can be drawn. Process evaluations are conducted prior to or as a part of a wellness court program's implementation, while outcome evaluations are focused on examining impact or effectiveness through short, medium or long-term outcomes.
- Evaluation methods employed must be congruent with design principles. For example, quantitative methods utilize numerical information often sourced from the administrative data collected in the process of delivery of programs can be subjected to statistical analysis. This type of analysis can facilitate ease of generalizations and identify trends. The qualitative methods which are more often applied to data obtained through interviews of participants, focus groups or observation can allow for more detailed exploration of factors affecting a phenomenon. An evaluation which draws from both

qualitative and quantitative methods (mixed methods) may be employed to offset weaknesses of one method over the other or understand quantitative results in more detail/context or provide diversity of views.

- Seeking understanding if the program is having a direct/causal effect on desired outcome (for example reduction in recidivism, cost savings or mental health and addictions recovery) are best facilitated through the use of random assignment. In situations when random case-control study is not an option, non-random case-control studies in which participants in the study group are matched to participants in the control group on like characteristics (age, gender, mental health and addictions issues, charges brought before the court, and/or propensity to participate in the program)
- Consideration should be given for socio-political issues and attitudes that may affect the evaluation. Being aware of cultural factors and systemic barriers that may have a direct or indirect impact on evaluation. Evaluation tools employed should be culturally relevant and methods should be designed to ensure cultural safety.
- The evaluation process should be documented and understood by all parties involved and may include both visual and descriptive logic models identifying inputs, activities, outputs and desired outcomes.

Evaluation goals

The fundamental tenets of the evaluation should be driven by the goals of the Wellness Courts Programs. As such, the evaluation should be focused, but not limited to, study of improvements in mental health and addiction-related health outcomes and improvement of justice outcomes among adults involved with the criminal justice system.

Stakeholders for consideration in the evaluation process

Stakeholders can help (or hinder) an evaluation before it is conducted, while it is being conducted, and after the results are collected and ready for use. As a result, stakeholders take on particular importance in ensuring that the right evaluation questions are identified and that evaluation results will be used to make a difference. Stakeholders are much more likely to support the evaluation and act on the results and recommendations if they are involved in the evaluation process (U.S. Department of Health and Human Services Centers for Disease Control and Prevention, 2011). Conversely, without stakeholder support, the evaluation may be ignored, criticized, resisted, or even sabotaged.

The Wellness Court Programs should give priority to those stakeholders who:

- Can increase the *credibility* of efforts or evaluation

- Are responsible for day-to-day *implementation* of the activities that are part of the program
- Will *advocate* for or *authorize changes* to the program that the evaluation may recommend
- Will *fund* or *authorize the continuation or expansion* of the program
- Participated in and/or completed the program and are *affected by* the program or its evaluation. Involvement of participants who are actively receiving services is not encouraged to mitigate power relationships, potential conflict of interest and dual relationships. The outcomes of the program for the participant should not in any way influence their availability to participate in the evaluation and vice-versa.

Ethical Guiding Principles

The American Evaluation Association (2018) indicates that the evaluation generally involves assessing the strengths and weaknesses of programs, policies, personnel, products and organizations. As such, the professional ethical conduct of evaluators is paramount. The American Evaluation Association provides a set of 5 Guiding Principles which are briefly listed below. More information is available through their website at:

<https://www.eval.org/p/cm/ld/fid=51>

AEA Guiding Principles (*copied verbatim*):

- Systematic Inquiry:** Evaluators conduct data-based inquiries that are thorough, methodical, and contextually relevant.
- Competence:** Evaluators provide skilled professional services to stakeholders.
- Integrity:** Evaluators behave with honesty and transparency in order to ensure the integrity of the evaluation.
- Respect for People:** Evaluators honor the dignity, well-being, and self-worth of individuals and acknowledge the influence of culture within and across groups.
- Common Good and Equity:** Evaluators strive to contribute to the common good and advancement of an equitable and just society.

Minimum dataset for routine collection

Building on the Best Practice Framework for the Nova Scotia Wellness Court Programs (Draft version August, 2018) and considering that the data collection processes are more effective when integrated into day to day operations, as well as availability and flexibility of the existing information systems in place, it is recommended that the minimally collected data for routine evaluation include the elements specified below. For each component, its respective data source and availability have been specified. It is recommended that prior to the data collection, the duration of the data collection and frequency should be determined (for example, collecting the

indicator data from participants at entry, exit and at pre-determined time intervals while they are in the program or after exit (e.g. 6 months, 1 year, 2 years, etc.).

It is important to consider that some indicators may require longer follow-up time to materialize than others (for some, the outcomes may not be visible/identifiable until 2 or more years later), and as such all indicators should be evaluated through the lens those that are immediate, short term (under a year) and longer-term outcomes (more than a year).

Premise: Routinely collected in the course of program delivery				
Indicator Category	Indicator	Data source	Availability	
Participant indicators	Referral/eligibility	1. # of potential participants referred 2. # of potential participants screened 3. # of potential participants eligible/not eligible/declined with reason for eligibility/ineligibility 4. # of potential participants that accepted	NSHA databases	Presently limited to the Central Zone of NSHA (Halifax, Eastern Shore and West Hants)
	Participation	5. # of service appointments attended, no-showed, cancelled with Wellness Court NSHA clinicians	NSHA databases	All of NSHA
		6. # of cases who complete the program or leave the program prematurely (voluntary exit or dismissal due to new charges, non-compliance, or other reasons)	NSHA databases	Presently limited to the Central Zone of NSHA (Halifax, Eastern Shore and West Hants)
		7. # of referrals made to NSHA treatment services	NSHA databases	
		8. # of court appearances	JEIN database	All of Nova Scotia for all Wellness Courts uniquely identified in the JEIN system
		9. # of contacts with Probation (need to evaluate data quality of item)		
	10. # and nature of sanctions imposed			
	Client demographics and characteristics	11. Age, gender (preferred pronoun/categories of gender) 12. Mental Health and Addictions diagnoses and/or level of functioning 13. Presence of Concurrent Disorders 14. Education level attained 15. Financial Support status 16. Employment Status	NSHA databases	With exception of item 11, presently limited to the Central Zone of NSHA (Halifax, Eastern Shore and West Hants)
		17. Age, gender 18. Ethnicity 19. Marital status 20. Education level 21. # and type of charges brought before the court 22. # of community supervision orders 23. # of incarceration periods and duration 24. Length and type of sentence 25. Recidivism risk level	JEIN database	All of Nova Scotia for all Wellness Courts uniquely identified in the JEIN system

Premise: Routinely collected in the course of program delivery				
Indicator Category	Indicator	Data source	Availability	
Access	Timely access and duration	26. # of days from referral to screen	NSHA databases	Limited to NSHA Central Zone
		27. # of days from screen to eligible	NSHA databases	
		28. # of days from eligible to accept	NSHA databases	
		29. # of days from accept to program admission	NSHA databases	
		30. # of days from program admission to first visit with clinician outside of Wellness Court	NSHA databases	All of NSHA
		31. # of days from program admission to first treatment visit outside of Wellness Court	NSHA databases	All of NSHA
		32. # of days from program admission to discharge	NSHA databases	All of NSHA
Outcome	Health service use	33. # of ER visits due to MHA presenting complaint before and after Wellness Court participation (3, 6, 12 months)	NSHA databases	In theory all of NSHA, but data quality issues exist for areas outside of the Central Zone
		34. # of inpatient admissions and duration before and after Wellness Court participation (3, 6, 12 months)	NSHA databases	All of NSHA
		35. # of visits with outpatient MHA services before and after Wellness Court participation (3, 6, 12 months)	NSHA databases	All of NSHA
		36. Percent of participants re-referred to Wellness Court after specified duration (e.g. 12 months)	NSHA databases	Presently limited to NSHA Central Zone
	Justice	37. Recidivism risk level reduction 38. Crime Severity reduction 39. # and type of charges brought before the court 40. # of convictions 41. # of days on remand	JEIN?	?
	Participant Experience	42. Results of experience surveys for those who participate as well as those who exit at the screening phase	NSHA Select Survey	Presently limited to those Wellness Courts with surveys in place, but can be expanded

Comprehensive evaluation data considerations

In order to better understand the nuances within the program, cost-benefit, there may be additional indicators identified by individual Wellness Court Programs, such as those evaluating social determinants of health (housing, education, employment or source of income, personal supports, service supports through NGOs, etc.), or reduction of risk (the number and type of charges, the number and types of sentences) that require interviewing participants and or a file review. A proposed Excel worksheet that can facilitate tracking of some of these additional indicators not routinely collected through the above databases is included in the Appendix.

Operational data and reporting approach

Reporting on agreed upon indicators should occur regularly and through a transparent process. Given that the health and justice data do not facilitate data linkage, reporting will be limited to Health or Justice indicators, but not relationships between Health and Justice indicators. For example, health characteristics or outcomes in the context of justice characteristics or outcomes or vice versa will only be feasible once individual data can be linked on common identifiers.

Reports should integrate discrete data and provide a mechanism by which the indicators identified above can be evaluated meaningfully, in easily accessible format. Reports should combine various indicators depending on the purpose and audience to provide an accurate picture of the quantitative and qualitative measurement of services.

Reporting Responsibilities

The reporting responsibility to support the evaluation on routinely collected operational data of the Wellness Courts will remain with analysts of Mental Health and Addictions NSHA and Department of Justice. They will work in collaboration and build on strengths of their respective knowledge-base to facilitate informative reporting.

Linkage of datasets

In the absence of robust, de-identified linkage of records at the systems level of Health and Justice databases within the Internal Services Division of the government of Nova Scotia (the division which provides IM/IT infrastructure to NSHA and the Wellness Courts), the linkage of records will rely on manual processes within each of the Wellness Courts and require administrative support staff who have access to both Health and Justice databases to complete this linkage.

The linkage of records between the Health and Justice databases would be utilized only for reporting purposes and all privacy policies and regulations with Nova Scotia Health Authority and Department of Justice should be observed. The linkage should be performed by using of common identifiers in both databases, such as participant's full name, Date of Birth. Additionally, the administrative support staff within the Wellness Court, in a standalone Microsoft Excel Spreadsheet, will record for each participant, only their respective medical record number from the NSHA database (STAR or Meditech), the date of referral into the Wellness Court, and the corresponding JEIN number from the Justice Enterprise Information Network database. This spreadsheet should be saved in a secure location with restricted access. The linkage of records from the JEIN and health databases will utilize this spreadsheet to make sure that all records are linked correctly.

To ease the burden of data reporting, data extracts or data sharing agreements should be pursued through the respective Privacy and Release of Information Officers within Health and Justice.

Independent research

Periodic engagement in independent research that investigates discreet questions relevant to the Wellness Court programs and the people who participate in them should be undertaken when there are outstanding questions which are not part of the routine evaluation.

Some of the items that can be examined through independent research are those that study operational decision making process of the court, effective mechanisms that contribute to outcomes, organizational culture, ideologies that continue to drive the process, how the teams are working together, social return on investment, cost effectiveness (cost-benefit analysis), or what is changing for the participants of the program and what is contributing to those changes.

Methods that can be employed to conduct independent research

While there are many evaluation approaches identified in the “Approaches and considerations” section, a comprehensive evaluation would generally involve a multi-method, a mixed method, approach. It is recommended that the Wellness Court Programs:

- Identify a list of people who could serve as consultants, starting with internal listing of staff who can provide support.
- Ideally have a list of research consultants involved with the programs
- Consultation should occur before engaging in formal evaluation
- Linkages with the community and the researchers in academia are important to not only ground the research but also utilize the experts in the field that bring wealth of their experiences and understanding to the table

References:

- Campbell, M.A., Canales, D., & McTague, J. (2016). *Problem solving courts: An evaluation guide and template*. Technical report prepared for the Canadian Council of Chief Judges. Centre for Criminal Justice Studies, University of New Brunswick; Saint John, Canada. http://www.courts.ns.ca/Provincial_Court/documents/Problem_Solving_Courts_Template_17_06.pdf
- Donabedian, A. (1980). *Explorations in Quality Assessment and Monitoring Vol. 1. The Definition of Quality and Approaches to Its Assessment*. Ann Arbor, MI: Health Administration Press.
- U.S. Department of Health and Human Services Centers for Disease Control and Prevention (2011). *Introduction to program evaluation for public health programs: A self-study guide*. Office of the Director, Office of Strategy and Innovation. Atlanta, GA: Centers for Disease Control and Prevention. <https://www.cdc.gov/eval/guide/CDCEvalManual.pdf>

Appendix A
Participant Exit Survey

Wellness Court Program
Participant Exit -Client Experience Survey

Dear Client:

We are committed to providing the highest possible quality of care to our clients. In order to help us do that, we are asking you to complete this survey about your experiences here so we can continue to do what we do well and to make improvements where needed.

Your name will not appear anywhere on the survey, and your answers are completely anonymous and confidential. Your completed survey will be placed in a sealed envelope. Results will be reported at a service level, and no one involved in your care will know how you responded.

While we hope that you will give us your feedback, whether you do the survey is entirely your decision. Saying no will not affect your care in any way. You can also skip any question you don't want to answer and you can stop doing this survey at any time.

The survey will take about 15 minutes of your time. For each item, check the box that most accurately reflects your experience.

Sincerely,

Wellness Court Program in XXX

Street Name and number,

City/Town, Postal Code

For immediate assistance, or if you require a personal response, please contact the service manager or Patient Relations at XXX or email

1. After you were accepted into Wellness Court, did you have to wait a long time for services to start?

- 1 Not at all
- 2 Somewhat
- 3 For the most part
- 4 Definitely
- 5 I don't remember

2. Did Wellness Court Team Members return your phone calls within a reasonable amount of time?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 I have never called or had to leave a message

3. Were you kept waiting a long time when you had appointments with Wellness Court Team Members?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

The following questions are about your experiences around the service...

4. Did you feel safe when you were at the Wellness Court?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

5. Were you given enough privacy when discussing your issues or support plan with Wellness Court Team Members?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

The following questions are about the support plan you developed with Wellness Court Team Members...

6. Were you involved as much as you wanted in decisions about your support plan?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

7. Did you understand your support plan?

- ₁ Not at all
- ₂ Somewhat
- ₃ For the most part
- ₄ Definitely
- ₅ I don't know if I have a support plan

8. Was your support plan specific to your needs?

- ₁ Not at all
- ₂ Somewhat
- ₃ For the most part
- ₄ Definitely

9. Did your support plan meet your needs?

- ₁ Not at all
- ₂ Somewhat
- ₃ For the most part
- ₄ Definitely

The following questions are about respect, recovery, and meeting your needs...

10. Were your individual needs, preferences and values respected in your support plan?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

11. Did you feel that you were treated with respect by Wellness Court Team Members?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

12. Did you feel that you were treated unfairly by the Wellness Court Team Members for any of the following reasons?

- 1 Age
- 2 Sex/gender
- 3 Race/ethnic background
- 4 Spiritual/religious beliefs
- 5 Sexual orientation
- 6 Language
- 7 Financial situation
- 8 A disability you have
- 9 Another reason (specify:_____)
- 10 I was not treated unfairly

13. Did you feel that enough care was taken of any physical health problems you had (for example diabetes, weight gain, heart disease)?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 I don't have any physical health problems

14. Did you feel that Wellness Court Team Members supported your improvement and recovery?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

15. Did you feel your involvement with the Wellness Court has helped you to connect with services you need to support your well being?

- 1 Not at all
- 2 Somewhat
- 3 For the most part
- 4 Definitely

16. Do you think you will stay connected with these services once you are finished working with the Wellness Court?

- 1 Not at all
- 2 Somewhat
- 3 For the most part
- 4 Definitely

The following questions are about your rights as a client...

17. Did you feel that you could refuse to follow your support plan?

- ₁ Not at all
- ₂ Somewhat
- ₃ For the most part
- ₄ Definitely
- ₅ I don't know
- ₆ Someone else makes decisions for me

The following questions are about your experiences with your lawyer and/or probation officer involved with your case...

18. Did you understand the possible legal outcomes of your participation in the Wellness Court?

- ₁ Not at all
- ₂ Somewhat
- ₃ For the most part
- ₄ Definitely

19. Did you understand your Release Conditions in Wellness Court?

- ₁ Not at all
- ₂ Somewhat
- ₃ For the most part
- ₄ Definitely

20. Did you understand the possible penalties that may have been applied in the Wellness Court?

- ₁ Not at all
- ₂ Somewhat
- ₃ For the most part
- ₄ Definitely

21. Did you feel that the lawyer and/or probation officer were available to answer your questions?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

The following questions are about your overall experiences with this service...

22. As a result of your involvement with Wellness Court, do you feel more ready to accomplish the things you want to do?

- ₁ Not at all
- ₂ Somewhat
- ₃ For the most part
- ₄ Definitely

23. Overall, were you being helped by your involvement with Wellness Court?

- ₁ Not at all
- ₂ Somewhat
- ₃ For the most part
- ₄ Definitely

24. Overall, how would you rate the support you received in the Wellness Court?

- ₁ Poor
- ₂ Fair
- ₃ Good
- ₄ Very Good

25. Did Wellness Court Team Members support having your family and/or friends involved in your care?

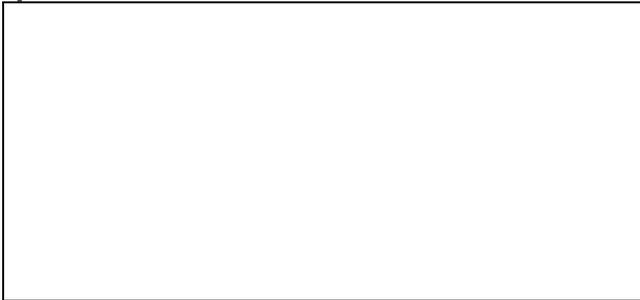
- ₁ Not at all
- ₂ Somewhat
- ₃ For the most part
- ₄ Definitely
- ₅ I don't know
- ₆ I don't want my family or friends involved

26. What would have made your experience with the Wellness Court better?

27. What has been a positive part of your experience with the Wellness Court?



28. Please describe your experience in the court room. What went well and what could be improved?



Reminder: This survey is anonymous, if you require a response, please contact the service manager or Patient Relations at xxx

The following questions will help us understand more about you...

29. What is your sex/gender?

- Male
- Female
- Transsexual/Transgender
- I identify as: _____

30. What is your age?

- Under 18 years
- 18 to 24 years
- 25 to 44 years
- 45 to 64 years
- 65 years or over

31. How long have you been receiving care with this program or service?

- Less than 1 week
- 1 to 4 weeks
- 1 to 3 months
- 4 to 12 months
- 1 to 5 years
- Over 5 years
- I don't know

32. What language are you most comfortable speaking?

- English
- French
- Other (specify: _____)

33. How much schooling have you had? (check the highest level)

- Some primary school
- Completed primary school
- Some high school
- Completed high school
- Some college or university
- Completed college or university
- Some graduate studies
- Completed graduate studies

34. How many years have you lived in Canada?

- ₁ Born in Canada
- ₂ Less than 2 years
- ₃ 2-4 years
- ₄ 5-9 years
- ₅ 10 or more years

35. Which of the following groups do you consider yourself to be part of? (select as many as you wish)

- ₁ Aboriginal
- ₂ Asian – East (for example: China, Japan, Korea)
- ₃ Asian – South (for example: India, Pakistan, Sri Lanka)
- ₄ Asian – South East (for example: Malaysia, Philippines)
- ₅ Black – Africa (for example: Ghana, Kenya, Somalia)
- ₆ Black – North America
- ₇ Black – Caribbean (for example: Jamaica, Trinidad)
- ₈ Latin American (for example: Argentina, Chile, Costa Rica)
- ₉ Indian-Caribbean (for example: Guyana with origins in India)
- ₁₀ Middle Eastern (for example: Egypt, Iran, Israel, Palestine)
- ₁₁ White – North America
- ₁₂ White – Europe (for example: England, Greece, Italy)
- ₁₃ Mixed background (specify: _____)
- ₁₄ Other (specify: _____)

36. What supports do you have in the community? (check all that apply)

- ₁ Parents/children/siblings
- ₂ Spouse/romantic partner
- ₃ Friends
- ₄ Social workers/other social service worker
- ₅ None
- ₆ I don't know
- ₇ Others (specify: _____)

Thank you for taking the time to complete this survey!

Appendix B
Participant Exit – Screen Phase

Wellness Court Program
Screen Phase Exit - Client Experience Survey

Dear Client:

We are committed to providing the highest possible quality of care to our clients. In order to help us do that, we are asking you to complete this survey about your experiences with the Wellness Court screening process. Your answers are completely anonymous and confidential, and no one involved in your care will know how you responded. Whether you do the survey is entirely your decision. Saying no will not affect your care in any way. You can also skip any question you don't want to answer and you can stop doing this survey at any time. The survey will take about 5 minutes of your time. For each item, check the box that most accurately reflects your experience.

Sincerely,

Wellness Court Program

Address

1. Approximately how much time passed between the offense and the referral to Wellness Court?

- 1 0 – 5 months
- 2 6 – 12 months
- 3 12 – 24 months (1-2 years)
- 4 over 24 months (2 years)
- 5 I don't know

2. Approximately how much time passed between the referral to Wellness Court and the decision?

- 1 0 – 5 months
- 2 6 – 12 months
- 3 12 – 24 months (1-2 years)
- 4 over 24 months (2 years)
- 5 I don't know

3. Do you know what charges were reviewed by the Wellness Court?

- 1 Not at all
- 2 Somewhat
- 3 For the most part
- 4 Definitely

4. Do you understand how the Wellness Court screening/application process worked?

- 1 Not at all
- 2 Somewhat
- 3 For the most part
- 4 Definitely

The following questions are about your experiences around the service...

5. Did you feel safe when you are at Wellness Court?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

6. Were you given enough privacy when discussing your case with the Wellness Court Team Members?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

The following questions are about respect, and meeting your needs...

7. Did you feel that you were treated with respect by the Wellness Court Team Members?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

8. Did you feel that you were treated unfairly for any of the following reasons?

- 1 Age
- 2 Sex/gender
- 3 Race/ethnic background
- 4 Spiritual/religious beliefs
- 5 Sexual orientation
- 6 Language
- 7 Financial situation
- 8 A disability you have
- 9 Another reason (specify: _____)
- 10 I was not treated unfairly

9. Do you know what the next steps are for your situation (i.e. what is going to happen now)?

- 1 Not at all
- 2 Somewhat
- 3 For the most part
- 4 Definitely

10. If you were not accepted into the Wellness Court, did you receive information about what would be happening to your charges?

- 1 No
- 2 Yes

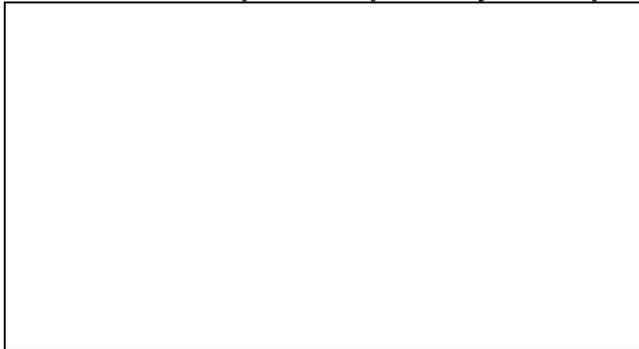
11. If you were not accepted into the Wellness Court, did you receive information on community supports available to you?

- 1 No
- 2 Yes

12. What would have made your experience with Wellness Court better?



13. What has been a positive part of your experience with Wellness Court?



Thank you for taking the time to complete this survey!

Appendix C

Example template for tracking data not routinely collected

This is a sample tracking template that can be set up in Excel to collect data on indicators that cannot be routinely collected through the existing databases.

JEIN Person ID	Medical Record Number	Encounter	Timeframe	Indicator 1: (e.g. Housing status)	Indicator 2...
123	995	A456	Program entry	Homeless	
123	995	A456	3 months in	Homeless	
123	995	A456	6 months in	Temporary housing	
123	995	A456	1 year in	Rental apartment	
123	995	A456	Program exit	Rental apartment	
789	445	A789	Program entry		
789	445	A789	3 months in		
789	445	A789	6 months in		
789	445	A789	1 year in		
789	445	A789	Program exit		