# EVALUATING PERFORMANCE

COUNCIL OF ACCOUNTABILITY COURT JUDGES

## Activity Instructions

## ACTIVITY 1: ARREST TO ACCEPTANCE

This dataset includes the referral and acceptance dates for participants reported in FY 2025. Calculated for you are the days between arrest and referral, referral and acceptance, and arrest and acceptance for accepted participants reported during FY 2024. Also included are the averages and ranges from lowest to highest for each.

The goal of this activity is for team members to connect with the standard of prompt program entry. With the provided dataset, you can see exactly how many days occur between the various decision points, calculate averages, identify data entry errors (e.g., acceptance date before referral date), and discuss what may be causing delays.

Courts are encouraged to use this dataset as a resource for larger discussions on referral to acceptance timelines, barriers preventing more efficient case flow, how to improve case flow timeliness, etc. You can also correct any data entry errors during quarterly reporting.

**Using the included dataset, discuss the following questions as a team and write down your answers.**

## DISCUSSION QUESTIONS

1. Is your program meeting the standard of prompt entry?

2. What is the average number of days between arrest and referral? Highest? Lowest?

3. Look at the days from arrest to referral, referral to acceptance, and then arrest to acceptance. Where is the most common delay/bottleneck?

4. Do you have outliers in your dataset? What is unique about these cases?

5. What can the court do to reduce the number of days between arrest and acceptance?

6. Are there any specific barriers preventing more prompt acceptance after referral?

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7. What are some circumstances that impact your court's timeline? (e.g., holds in other counties, slow legal review)

8. What are the takeaways from this activity for your court?

**If you see any red colored text denoting data entry errors, please see Rachel about how to reconcile these errors.**

## ACTIVITY 2: REFERRALS

These datasets include the referral charges, sources, and eligibility decisions for referrals and participants reported in FY 2025.

The goals of these dataset are for team members to see the:

A. distribution of eligibility decisions. This will provide the team their acceptance, denial, and decline rate for one year of data reported;
B. referral charges and the associated eligibility decisions. The team should discuss any patterns observed;
C. distribution of referral sources. If a high percentage of referrals are being denied/declined from one source, this may suggest more outreach is needed on program eligibility;
D. reasons why referrals were denied by source and reason. The team should discuss any subjectivity of eligibility decisions and how denial data can be used to inform program operations; and
E. reasons why referrals declined to participate. The team should discuss the common reasons and discuss how the program can reduce participant declines, if possible.

**Using the included dataset, discuss the following questions as a team and write down your answers.**

### DISCUSSION QUESTIONS

#### A. SUMMARY

1. What is your court's acceptance rate?

2. What is your court's denial rate?

3. What is your court's decline rate?

4. How do these results compare to what you thought your rates were? Discuss.

5. How might data reporting impact these results? Are you entering all of your referrals, regardless of eligibility decision?

## B. REFERRAL CHARGES

6. What is the most common referring charge for accepted participants?

7. Are there any charges you would consider "violent"? If so, why and how does that impact eligibility?

8. Are there common charges for denied participants? Is that the reason for the denial?

9. Are there common charges for declined participants?

10. How do the eligibility decisions for specific charges align with your exclusionary criteria?

## C. REFERRAL SOURCES

11. From where are most of your referrals coming?

12. From where are the least amount of your referrals coming? Consider sources who are not listed. Is there anything the team can do to encourage more referrals from these sources?

## D. DENIALS

13. Which is the most common reported reason for denial? Does this surprise anyone?

14. What are the main causes for these denials?

15. Are there any policies that can be adjusted to remove subjectivity from the eligibility process?

16. How can your program use denial data to inform program operations?


## E. DECLINES

17. Which is the most common reason for decline?


18. Is there anything your program can do to reduce participant declines?


19. Are there other reasons referrals decline your program that are not listed?



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