

Greater Hartford Reentry Welcome Center Evaluation

WHAT IS THE PURPOSE OF THE EVALUATION?

This evaluation will document the first three years of the implementation of the Reentry Welcome Center (RWC) – including the identification of what is and what is not working well, assessment of the extent to which participant outcomes are achieved, generation of recommendations for areas that need improvement and ways to leverage promising practices.

WHAT IS THE EVALUATION?

This evaluation consists of process and outcomes components and uses a participatory approach by involving community stakeholders in developing the evaluation design. The evaluator will work with Community Partners in Action (the lead agency responsible for RWC implementation) and other partner agencies to establish benchmarks, develop evaluation questions, and continuously improve service delivery and collective impact strategies. Evaluation components include:

- **Process Evaluation:** Using qualitative data and quantitative data captured in the RWC data system, the evaluator will surface accomplishments, facilitating factors, and challenges encountered in RWC implementation. This component will also determine whether implementation is consistent with the original RWC goals, the extent to which participants reflect the originally intended population, and if participants are receiving services in an efficient manner that meets their needs.
- **Outcomes Evaluation:** Using statistical techniques, the evaluator will analyze RWC and state agency data to determine if end of sentence individuals who visit the RWC within three months have reduced rates of recidivism compared with those who are released end of sentence but do not use the

RWC. This analysis will also examine if active engagement with case management services upon release serve as a protective factor against future incarceration and result in improved functioning for clients in areas known to support successful reintegration into the community. Qualitative methods will be employed to examine if and how the RWC contributed to an improved reentry ecosystem for Greater Hartford.

WHO IS CONDUCTING THE EVALUATION?

Diamond Research Consulting (DRC), an independent consultant, will conduct the evaluation. DRC was originally selected by CPA as an evaluator to conduct a narrower study of the RWC, primarily focused on recidivism rates. Given broader questions about RWC participant outcomes and the multi-entity partnership's implementation of services supporting those outcomes, the Hartford Foundation staff collaborated with CPA and DRC to develop a more comprehensive evaluation to address the implementation process. The evaluation team includes principal investigator, Sarah Diamond, a research assistant who has experienced incarceration, and a data system developer.

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WHAT IS THE TIMELINE FOR THE EVALUATION?

DRC began meeting with CPA and other RWC partners in the summer of 2019 to plan for data collection and updating the RWC logic model. Throughout the project, DRC will provide quarterly reports of Salesforce data and participant satisfaction survey results during partner meetings – with time allocated for discussion and problem solving. DRC will also provide interim reports (that highlight findings from focus groups and meetings) and year-end reports (that integrate these qualitative data with quantitative outcomes data). A final report addressing process and outcomes components will be completed by December 2021.

