

**Review of Operation de Novo's
Adult Diversion Program:
June 1999 – June 2001**

October 2001

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Executive Summary

In August 1999, the Hennepin County Attorney's Office requested that the Council on Crime and Justice (hereafter referred to as the Council) conduct a review of Operation de Novo's Adult Diversion Program. The Council completed the evaluation, providing information on client type and client outcomes as well as suggestions for program improvements. In response to significant programmatic changes being made, in February 2001, the Hennepin County Attorney's Office again contracted with the Council to evaluate Operation de Novo's Adult Diversion Program. The following information will provide a baseline against which the impact of current programmatic changes can be measured in 2003.

Operation de Novo's Adult Diversion Program was developed to provide direct client services to adults diverted from Hennepin County District Court. The Adult Diversion Program provides direct client services in the area of case management, group and individual counseling, chemical assessment, collection of restitution and community referrals. When clients have successfully completed the program, a recommendation is made to the County Attorney's Office for a dismissal of the pending charge. Failure to complete the program will result in the case being charged by the court system.

Between June 1999 and June 2001, 1,509 clients terminated the program (either successfully or unsuccessfully). The program served a diverse clientele. Clients were almost evenly split between men and women. Most clients were either Caucasian or African American. The program is serving primarily clients whose admitting offense was felony-level theft. Few clients had a previous adult or juvenile record.

Almost 80 percent of clients successfully completed the Adult Diversion Program. African Americans and Native Americans were significantly less likely to successfully complete the program than Caucasians. While most clients of color do successfully complete the program, more work may be needed to make the Adult Diversion Program's services culturally appropriate for these clients.

Clients who completed high school and clients who were employed were more likely to successfully complete the program than clients who did not complete high school and clients who were unemployed, respectively. This highlights the importance of GED programs and employment counseling for clients. Significant differences in completion rates were also found by client gender, admitting offense, and criminal history.

Most clients who successfully completed the program did so within one year. Notably, the median length of time in the program for clients who unsuccessfully terminated the program was 266 days. Almost 75 percent of clients who terminated unsuccessfully did so after at least six months in the program. Almost all clients appear to be committed to the program early on. It may be worth examining why clients who are unsuccessful in the program are having difficulty so far into the program and what additional supports might be provided to help clients during this time.

One additional support the Adult Diversion Program provides is referrals to outside resources. Operation de Novo has recently implemented a plan to increase the number of referrals to outside services it provides to clients. The data analyzed for this report supports the need for this change. While almost half of clients were unemployed, only 30 percent were referred to unemployment counseling. Similarly, while 10 percent of clients reported a chemical dependency problem at intake, only 2 percent of clients were referred out for chemical dependency services. Lastly, while 29% of clients had not completed high school, only 4 percent were referred for assistance obtaining their GED.

Another important component of the Adult Diversion Program is restitution recovery. Presently, the Adult Diversion Program accepts clients who owe up to \$5,000 to private victims and up to \$10,000 to the government. The more a client owed in restitution, the lesser the percent she or he likely paid. For example, overall, clients of the Adult Diversion program paid 42.5 percent of the restitution ordered to them. In contrast, clients who were ordered \$3,000 or less in restitution paid 68.1 percent of what they owed. Notably, most other adult diversion programs limit program eligibility to clients who owe \$3,000 in restitution or less. Operation de Novo could increase its collection rate by decreasing its limits on the amount of restitution a person can owe in order to be eligible to enter its program. However, even considering only those clients who owed \$3,000 or less, Operation de Novo's restitution collection rate was somewhat lower than the collection rate of a similar adult diversion program in Ramsey County, Project Remand.

Other group differences were found in the percent of restitution collected. The greatest differences were between clients who successfully completed the program and clients who unsuccessfully terminated and between clients whose admitting offense was not government fraud and clients whose admitting offense was government fraud. Clients who successfully completed the program paid in total 49.5 percent and on average 91.4 percent of the restitution they were ordered. Clients who unsuccessfully terminated the program paid in total 15.3 percent and on average 23.7 percent of what they owed. Similarly clients whose admitting offense was not government fraud paid on average 73.5 percent of the restitution they were ordered compared to the 26.4 percent paid by clients who were charged with government fraud. Significant differences in restitution collection rates were also found by client race, employment status, and criminal history.

Operation de Novo's Adult Diversion Program is providing an important service to the Hennepin County District Courts. Most clients are successfully completing the program and paying at least part of the restitution ordered to them. Additional information on client outcomes such as referral follow through and recidivism will be available in the program review scheduled for winter 2003.

Review of Operation de Novo's Adult Diversion Program: June 1999 – June 2001

I. Introduction

In August 1999, the Hennepin County Attorney's Office requested that the Council on Crime and Justice (hereafter referred to as the Council) conduct a review of Operation de Novo's Adult Diversion Program. The Council completed the evaluation, providing information on client type and client outcomes as well as suggestions for program improvements. In response to significant programmatic changes, in February 2001, the Hennepin County Attorney's Office again contracted with the Council to evaluate Operation de Novo's Adult Diversion Program. This is the first of two reports to be provided. The purpose of this report is to provide information on the program's clients and outcomes. The information presented in this report will provide a baseline against which the impact of current programmatic changes can be measured. The second report, to be written in 2003, will focus on the impact of the programmatic changes.

Operation de Novo

Through its adult and juvenile diversion programs, Operation de Novo provides alternatives to the justice system while holding people responsible for their actions. This is accomplished by:

- Providing assessment, screening, counseling, support, and referral services,
- Cooperating and coordinating with the justice system, and
- Working with the community to help individuals achieve their goals.

Operation de Novo was developed in 1971 to provide pre-trial diversion services to local courts in Hennepin County. It was originally sponsored by the Urban Coalition of Minneapolis and was known as the Hennepin County Pre-Trial Diversion Project. Since its inception, the program has operated with various funding sources including the Department of Labor, Hennepin County and local foundations. In 1974, the program was incorporated as a private, non-profit agency. From 1975 to 1999, the program's primary source of funding was through a purchase of service contract with the Hennepin County Community Corrections Department. In 1999, the purchase of service contract switched to the Hennepin County Attorney's Office.

Operation de Novo's Adult Diversion Program

Operation de Novo's Adult Diversion Program was developed to provide direct client services to adults diverted from Hennepin County District Court and its municipalities. The criteria for diversion includes that a client:

- Is charged with a property offense,
- Has prosecutorial approval,
- Has no prior felony convictions, and
- Is 18 years of age or older.

In the first year of its existence, the program served only clients charged with misdemeanor offenses. In 1972, the intake criteria were expanded to accept people charged with felony offenses. Between June 1999 and June 2001, over 89 percent of the adult clients were charged with felonies.

Adults enter the program through a referral by the County Attorney's Office or, occasionally, the City Attorney. An intake interview is then scheduled to assess the appropriateness of the referral. The intake process may include a restitution investigation, if warranted. When clients are found suitable for diversion and accepted into the program, a Counselor is assigned to work with them throughout their time in the program.

Typical conditions of diversion for a client include:

- Agreeing to voluntarily join the program,
- Waiving the right to a speedy trial upon legal advice,
- Meeting with the program counselor at agreed upon times,
- Paying restitution when applicable,
- Following chemical dependency requirements when indicated, and
- Following mental health requirements when indicated.

The Adult Diversion Program provides direct client services in the area of case management, group and individual counseling, chemical assessment, collection of restitution and community referrals. When clients have successfully completed the program, a recommendation is made to the County Attorney's Office for a dismissal of the pending charge. Failure to complete the program will result in the case being charged by the court system.

As mentioned, the Adult Diversion Program recently underwent significant programmatic changes. The four most significant changes involve instituting fees, implementing a community service component, adding four educational classes, and changing the way restitution payments are handled. First, clients who can afford to do so now pay a fee for the Adult Diversion Program's services (previously the program was free to clients). The amount of the fee depends on the level of the admitting offense. A felony results in a fee of \$150. A gross misdemeanor results in a fee of \$100. A misdemeanor results in a fee of \$50. When clients demonstrate an inability to pay the fee, alternative arrangements are made.

Second, clients will now participate in a sentencing to serve programs (previously there was no such program). Clients are now sentenced to two or five days of community work service depending on whether or not they have a restitution obligation. Those with a restitution obligation serve two days; those without serve five.

Third, all clients will now attend four group education sessions. The first session is focused on the consequences of crime. The second session is designed to help the client better understand the causes and consequences of their own criminal behavior. The third session teaches clients the impact of crime on their victims. The fourth session focuses on restitution, financial planning, and crime prevention planning.

Fourth, group intake sessions have replaced individual intake sessions. Restitution is no longer paid directly by the client to the victim. The client now pays restitution to Operation de Novo. Operation de Novo, in turn, deposits the money in a bank account designated solely for restitution-related transactions and then cuts a check for the victim.

Other programmatic changes were also made. Operation de Novo will be making more referrals to outside agencies for additional services for its clients. Finally, clients now need to sign an affidavit admitting their guilt before entering the Adult Diversion Program.

II. Evaluation Design

Evaluation Period

The current contract between Hennepin County and Operation de Novo is for the calendar year 2001. It is during this year that the significant programmatic changes discussed earlier are being implemented and several new data elements are being captured for clients with admission dates in 2001. These data, in particular outcome data on termination and recidivism, will not be available until December 2002 when 2001 clients have completed the 12-month program and an appropriate follow-up period has lapsed.

The Hennepin County Attorney's Office has requested an initial evaluation report in September 2001. The Council and Operation de Novo, therefore, have developed a design to accommodate the need for immediate evaluation results as well as evaluate outcomes associated with the programmatic changes implemented in 2001.

Evaluation Content and Timeline

The following table summarizes the evaluation design for Operation de Novo's Adult Diversion Program. This design allows for a retrospective examination of clients who have completed the program in the last two years (completion dates between 6/99 and 6/01). This design also allows for a prospective analysis of clients who enter into the program in 2001. In Table 1, the major categories of outcome measures are identified along with the client group for which these data will be available. Finally, the dates of availability for these data are specified.

Table 1. Adult Diversion Program Evaluation Design

Outcomes	Cohort	Available
Terminations	a. Clients completing 6/99-6/01 b. Clients entering program in 2001	a. September 2001 b. December 2002
Restitution	a. Clients completing 6/99-6/01 b. Clients entering program in 2001	a. September 2001 b. December 2002
Referrals	a. Clients completing 6/99-6/01 (number and type only) b. Clients entering program in 2001 (number, type, and follow-through)	a. September 2001 b. December 2002
Client Information	a. Clients completing 6/99-6/01 b. Clients entering program in 2001	a. September 2001 b. December 2002
Recidivism	Clients entered program in 2001	6-month data available December 2002, 18-month data available December 2003
Sentencing to Serve	Clients entering program in 2001	December 2002
Fees	Clients entering program in 2001	December 2002

A. Client Termination

Operation de Novo currently collects data on client termination. Termination status is recorded as completed or non-completed. Reason for non-completion is also recorded. These reasons have recently been regrouped into four categories: 1) technical violation, which includes absconding or other violation of restitution or contract, 2)re-arrest, 3)withdrawn by the court, and 4) self-termination.

B. Restitution

Operation de Novo has collected information on restitution in the past and will continue to do so. Data include number and percent of clients with restitution obligations, range of the amount of restitution owed, and the amount collected. These data are used to calculate the rate of restitution collection (overall and for client sub-groups) and the total amount of restitution collected. In addition, the approximate cost of collecting restitution will be calculated.

C. Referrals

Data on the type and number of referrals to additional services has been collected. In the future data on follow-through will also be collected.

D. Client Information

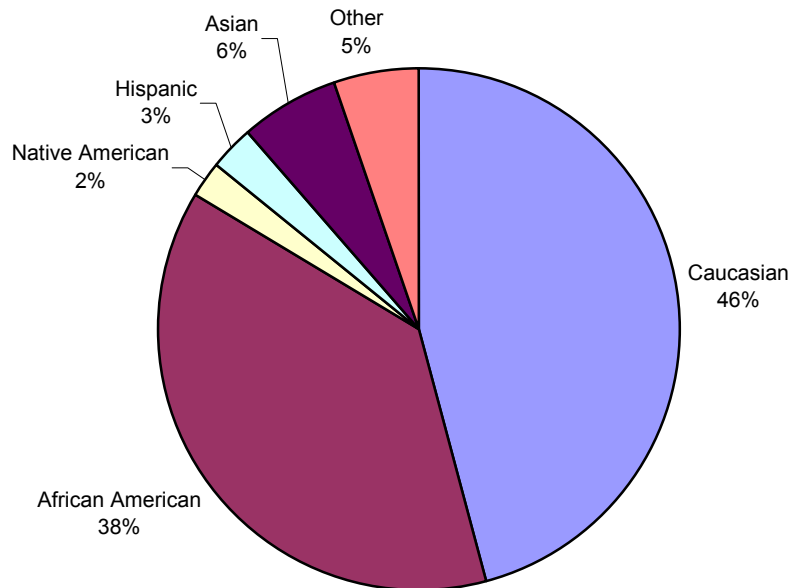
Operation de Novo has collected several categories of client information in the past and will continue to do so. Data elements include: number of clients served, race, gender, age at intake, education at intake, employment status at intake, admitting offense and level, prior adult criminal record, chemical dependency problem at intake, government assistance and unemployment compensation at time of termination and length of time in the program

III. Results

Program Clients

Between June 1999 and June 2001, 1,509 clients terminated Operation de Novo's Adult Diversion Program (either successfully or unsuccessfully). Information was collected on clients' gender, race, age, education, and employment status. Clients were almost evenly split between men and women (52.8% were male and 47.2% were female). Clients were predominantly Caucasian and African American (see Figure 1). Taking into consideration race and gender, the largest client group was Caucasian men. The second largest client group was African American women followed by Caucasian women and then African American men.

Figure 1: Race of Clients who Terminated the Adult Diversion Program from 6/99 - 6/01



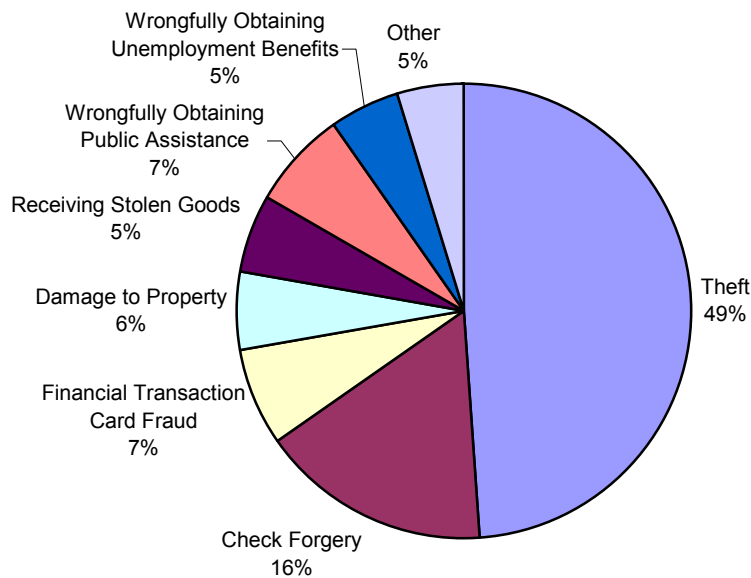
The average age of clients was 29 years old. Ages ranged from 18 to 65 years old. Three-quarters of clients were between the ages of 18 and 36 years old.

While most clients had completed high school, over a quarter (29%) of clients had not. A little over one-third (35.7%) of clients had at least some post-secondary education. The highest grade completed, on average, was 12th grade.

A little over half (50.2%) of clients were employed at least part time. More than one-third (37.8%) of clients were employed full time. Approximately 15 percent of clients were receiving public assistance upon termination of the program. Less than 1% were receiving unemployment benefits.

Information also was collected regarding the type and level of clients' admitting offenses as well as clients' previous records. For over half (58.7%) of the clients, the admitting offense was theft (see Figure 2). Check forgery was the next most frequent admitting offense. A little over 10% of clients' admitting offense was government fraud. For 89 percent of clients, the admitting offense was a felony. Thirteen percent of clients had a previous adult record; 75 percent of the previous offenses were gross misdemeanors and 25 percent were misdemeanors. No one had a previous felony conviction. Two percent of clients reported a previous juvenile record.

Figure 2: Admitting Offense of Clients who Terminated the Adult Diversion Program from 6/99-6/01



Length of Time in Program

Clients who are referred to the Adult Diversion Program are admitted into the program after an intake interview. The median length of time between referral and intake is 22 days. Ninety percent of clients complete the intake process within 35 days of their referral to the program.

The median length of time clients spent in the Adult Diversion program was 364 days. Eighty percent of clients completed within one year. For clients who successfully completed the program, the median length of time in the program was 365 days with 80 percent of clients completing within one year. For clients who terminated the program unsuccessfully, the median length of time in the program was 266 days. Almost three-quarters (72.5%) of clients who terminated did so after at least six months in the program.

Referrals to Outside Services

Operation de Novo offers several services in-house including individual and group counseling. The program also refers to outside programs. The program is currently working to increase the number of outside referrals it provides. At the time this data was collected, between June 1999

and June 2001, slightly less than one-third (29.9%) of clients were referred for employment counseling (as mentioned, a little less than half of clients were unemployed)¹. Only 4 percent of clients were referred for assistance in obtaining their GED although 29% had not completed high school. While 10 percent of clients reported a chemical dependency problem at intake, only 2 percent of clients were referred out for chemical dependency services.

Program Completion

Between June 1999 and June 2001, 1,176 clients, or 77.9 percent of clients who terminated, successfully completed the Adult Diversion Program. The percent of sub-groups of clients to successfully complete the Adult Diversion Program are presented in Table 2. One important question is whether members of certain sub-groups were more likely to successfully complete the program than members of other sub-groups. Data analysis found the following:

- Women were significantly more likely than men to successfully complete the program.
- Caucasians were significantly more likely than African Americans to successfully complete the program. Other racial groups were too small to make meaningful comparisons.
- Caucasian women were significantly more likely than African American women, African American men, and Caucasian men to complete the program.
- African American men were significantly less likely than Caucasian women, African American women, and Caucasian men to successfully complete the program.
- Clients who completed high school were significantly more likely to successfully complete the program than clients who did not complete high school.
- Clients who were employed at least part time were significantly more likely to successfully complete the program than clients who were unemployed.
- Clients whose admitting offense was not government fraud were significantly more likely to successfully complete the program than clients whose admitting offense was government fraud.
- Clients without a previous adult record were significantly more likely to successfully complete the program than clients with a previous adult record.
- The amount of restitution a client was ordered to pay was not associated with whether or not clients successfully completed the program.

Table 2. Successful Completion of Program by Client Sub-Group, June 1999 to June 2001

Client Sub-Group	Number who Successfully Completed Program	Percent who Successfully Completed Program
Gender		
Men	596	74.8
Women	580	81.5

¹ Not all referrals made were recorded during this timeframe so percentages may under-represent actual number of referrals made.

**Table 2. Successful Completion of Program by Client Sub-Group, June 1999 to June 2001
Continued**

Client Sub-Group	Number who Successfully Completed Program	Percent who Successfully Completed Program
Race		
Caucasian	572	82.9
African American	412	72.0
Native American	19	55.9
Hispanic	30	71.4
Asian	76	83.5
Other	64	83.1
Race by Gender		
Caucasian Women	233	88.9
African American Women	263	76.9
Caucasian Men	339	79.2
African American Men	149	64.8
Education		
Completed High School	879	82.1
Did Not Complete High School	297	67.8
Employment		
Employed (at least part-time)	481	84.4
Unemployed	536	71.4
Charge		
Theft	570	77.2
Check Forgery	195	78.9
Financial Transaction Card Fraud	72	68.6
Damage to Property	66	75.9
Receiving Stolen Goods	58	70.7
Government Fraud	165	88.2
Previous Record		
Previous Adult Record	141	71.6
No Previous Adult Record	1024	79.0

Unfortunately, not all clients successfully completed the program. Of those who did not complete the program

- 1.8% were self-terminated
- 0.9% were withdrawn by the court
- 26.7% were re-arrested
- 70.6% were terminated due to a technical violation

Restitution Ordered

The total amount of restitution ordered of clients who terminated the Adult Diversion Program between June 1999 and June 2001 was \$1,915,684. The amount of restitution ordered ranged

from \$11.30 to \$15,511.00. The average amount of restitution ordered was \$2,102. The median amount of restitution ordered was \$365.

Restitution collected differed significantly between clients whose admitting offense was government fraud and clients whose admitting offense was not government fraud and between clients who successfully completed the program and clients who terminated unsuccessfully.

- Clients whose admitting offense was government fraud had restitution obligations, in total, of \$931,075. The average amount ordered was \$5,094. The median amount ordered was \$4,837.
Clients whose admitting offense was not government fraud had restitution obligations, in total, of \$984,608. The average amount ordered was \$1,374. The median amount ordered was \$197.47.
- Clients who successfully completed the program were ordered to pay, in total, \$1,520,999. The average amount ordered was \$2,192. The median amount ordered was \$314.50.
Clients who unsuccessfully terminated the program were ordered to pay, in total, \$394,685. The average amount ordered was \$1,817. The median amount ordered was \$533.

Almost two-thirds (64.4%) of clients who terminated the Adult Diversion Program between June 1999 and June 2001 entered with a restitution obligation. The percent of client sub-groups that entered the program with a restitution obligation can be found in Table 3. Significant differences in the percent of clients who owed restitution were found between several client subgroups.

- A significantly greater percent of Caucasian clients had restitution obligations than had African American clients.
- A significantly greater percent of Caucasian men had restitution obligations than had Caucasian women, African American women, and African American men.
- A significantly greater percent of clients whose admitting offense was government fraud had restitution obligations than had clients whose admitting offense was not government fraud.
- A significantly greater percent of clients who terminated unsuccessfully had restitution obligations than had clients who completed successfully.

No significant differences were found between men and women, between clients who were employed and clients who were unemployed, or between clients with a previous adult record and clients without one.

Table 3. Percent who Entered with a Restitution Obligation by Client Sub-Group, June 1999 to June 2001

Client Sub-Group	Number who Owed Restitution	Percent who Owed Restitution
Gender		
Men	495	62.1
Women	415	58.4

Table 3. Percent who Entered with a Restitution Obligation by Client Sub-Group, June 1999 to June 2001 Continued

Client Sub-Group	Number who Owed Restitution	Percent who Owed Restitution
Race		
Caucasian	449	65.1
African American	335	58.6
Race by Gender		
Caucasian Women	156	59.5
African American Women	208	60.8
Caucasian Men	293	68.5
African American Men	127	55.2
Employment		
Employed (at least part-time)	346	60.7
Unemployed	449	59.8
Charge		
Theft	419	56.9
Check Forgery	114	46.6
Financial Transaction Card Fraud	54	51.4
Damage to Property	77	89.7
Receiving Stolen Goods	24	29.3
Government Fraud	178	97.3
Previous Record		
Previous Adult Record	125	63.4
No Previous Adult Record	783	59.8
Completion		
Successfully Completed	693	59.0
Unsuccessfully Terminated	217	65.2

Restitution Collected

The total amount of restitution collected from clients who terminated the Adult Diversion Program between June 1999 and June 2001 was \$814,151, or 42.5 percent of the amount ordered. The amount of restitution collected ranged from \$0 to \$8,500. The average amount of restitution collected was \$893. The median amount of restitution collected was \$120. The average percentage of restitution collected was 64 percent.

Clients who were not charged with government fraud paid in total and on average significantly more of their restitution obligation than did clients charged with government fraud.

- Clients charged with government fraud paid 22.1% of their restitution obligations. The average percent paid was 26.4%.
- Clients not charged with government fraud paid 61.84% of their restitution obligations. The average percent paid was 73.5%.

The average percent and amount of restitution collected from sub-groups of clients whose admitting offense was not government fraud can be found in Table 4. Significant differences were found in the percent of restitution obligations paid between sub-groups of clients.

- On average, Caucasian clients paid a significantly greater percent of their restitution obligations than did African American clients.
- On average, Caucasian women paid a significantly greater percent of their restitution obligations than did African American men and women.
On average, Caucasian men paid a significantly greater percent of their restitution obligations than did African American men.
- On average, employed clients paid a significantly greater percent of their restitution obligations than did unemployed clients.
- On average, clients without a previous adult record paid a significantly greater percent of their restitution obligation than did clients with a previous adult record.
- On average, clients who successfully completed the program paid a significantly greater percent of their restitution obligation than did clients who terminated unsuccessfully.
- On average, clients who owed \$3,000 or less paid a significantly greater percent of their restitution obligation than did clients who owed over \$3,000.

No significant differences were found between men and women and between clients with different admitting offense not including government fraud.

Table 4. Average Amount and Percent of Restitution Collected by Sub-Group of Clients whose Admitting Offense was not Government Fraud, June 1999 to June 2001

Client Sub-Group	Average Amount of Restitution Collected	Average Percent of Restitution Collected
Gender		
Men	832.76	72.7
Women	872.93	74.7
Race		
Caucasian	991.65	79.4
African American	551.72	64.7
Race by Gender		
Caucasian Women	1143.20	82.5
African American Women	581.40	68.3
Caucasian Men	914.04	77.8
African American Men	507.89	59.4
Employment		
Employed (at least part-time)	997.15	78.8
Unemployed	724.16	68.6
Charge		
Theft	943.69	73.4
Check Forgery	754.43	71.9
Financial Transaction Card Fraud	564.28	67.8
Damage to Property	851.06	79.2
Receiving Stolen Goods	300.15	76.9

Table 4. Average Amount and Percent of Restitution Collected by Sub-Group of Clients whose Admitting Offense was not Government Fraud, June 1999 to June 2001 Continued

Client Sub-Group	Average Amount of Restitution Collected	Average Percent of Restitution Collected
Previous Record		
Previous Adult Record	660.44	64.1
No Previous Adult Record	882.55	75.1
Completion		
Successfully Completed	1056.86	91.4 ²
Unsuccessfully Terminated	274.77	23.7
Restitution Amount Ordered		
More than \$3,000	2119.35	47.0
\$3,000 or less	704.34	76.5

Clients who successfully completed the program paid 92.6 percent of the \$814,151 collected between June 1999 and June 2001. The total amount of restitution collected from clients who successfully completed the program was \$753,597, or 49.5 percent of the amount owed by this group. For clients who successfully completed the program, restitution collected ranged from \$0 to \$8,500. The average amount of restitution collected was \$1085. The median amount of restitution collected was \$244.71. The average percent of restitution collected was 77 percent.

Of clients who owed restitution and successfully completed the program, 686 or 98.8 percent paid at least part of their restitution obligation. Sub-Groups of clients did not differ significantly in the percent that paid at least part of their restitution obligation. Few (7.8%) clients who successfully completed the program paid less than 10 percent of what they owed. Two-thirds (67.6%) paid all of what they owed.

Once again, clients whose admitting offense was government fraud paid in total and on average significantly more of what they owed than did clients whose admitting offense was not government fraud.

- The percent of restitution collected from those charged with government fraud was 24.2%. The average amount of restitution collected was 28.6%.
- The percent of restitution collected from those not charged with government fraud was 78.6%. The average amount of restitution collected was 91.5%.

The average amount and percent of restitution paid by sub-groups of clients who successfully completed the program and whose admitting offense was not government fraud can be found in Table 5. Clients who were ordered to pay \$3,000 or less paid a significantly greater percent of their restitution obligations than did clients who were ordered to pay more than \$3,000. No other significant differences were found between client sub-groups.

² When clients are terminated successfully but still owe part of the restitution ordered them, they sign a confession of judgment assuring the company to whom they owe restitution that they will pay the rest of the amount owed or be subject to prosecution.

Table 5. Average Amount and Percent of Restitution Collected by Sub-Group of Clients who Successfully Completed the Program and whose Admitting Offense was not Government Fraud, June 1999 to June 2001

Client Sub-Group	Average Amount of Restitution Collected	Average Percent of Restitution Collected
Gender		
Men	1045.44	92.7
Women	1071.45	89.8
Race		
Caucasian	1153.69	92.1
African American	773.59	90.8
Race by Gender		
Caucasian Women	1287.20	89.9
African American Women	768.22	89.7
Caucasian Men	1076.69	93.4
African American Men	783.24	92.7
Employment		
Employed (at least part-time)	1163.76	91.4
Unemployed	964.90	91.3
Charge		
Theft	1151.61	90.5
Check Forgery	956.00	88.0
Financial Transaction Card Fraud	793.45	94.3
Damage to Property	1028.54	97.9
Receiving Stolen Goods	363.42	98.5
Previous Record		
Previous Adult Record	908.59	90.1
No Previous Adult Record	1079.00	91.6
Restitution Amount Ordered		
More than \$3,000	2663.61	58.4
\$3,000 or less	881.45	95.1

Cost of Restitution

Operation de Novo's restitution collection rate was compared to the collection rate of a similar adult diversion program in Ramsey County, Project Remand. Project Remand is a private non-profit agency under contract with Ramsey County to provide diversion services similar to Operation de Novo. As Project Remand only accepts clients with a restitution obligation of \$3,000 or less and as the Operation de Novo analysis only included clients who had terminated the program, only clients with a restitution obligation of \$3,000 or less who had terminated the program were included in this analysis. During the time frame of this study, Project Remand collected \$353,021 of \$449,224 ordered, or a collection rate of 79%. Operation de Novo collected \$478,420 of \$702,930 ordered, or a collection rate of 68.1%.

IV. Summary

Operation de Novo's Adult Diversion Program was developed to provide direct client services to adults diverted from Hennepin County District Court. Between June 1999 and June 2001, 1,509 clients terminated the program. The program served a diverse clientele. Clients were almost evenly split between men and women. Most clients were either Caucasian or African American. The program is serving primarily clients whose admitting offense was felony-level theft. Other demographic information is available in the body of this report.

Almost 80 percent of clients successfully completed the Adult Diversion Program. African Americans and Native Americans were significantly less likely to successfully complete the program than Caucasians. While most clients of color do successfully complete the program, more work may be needed to make the Adult Diversion Program's services culturally appropriate for these clients.

Most clients who successfully completed the program did so within one year. Notably, the average length of time in the program for clients who unsuccessfully terminated the program was 284 days. Almost 75 percent of clients who terminated unsuccessfully did so after six months in the program. Almost all clients appear to be committed to the program early on. It may be worth examining why clients who are unsuccessful in the program are having difficulty so far into the program and what additional supports might be provided to help clients during this time.

One additional support provided to clients will be referrals to external services. Operation de Novo has recently implemented a plan to increase the number of referrals to outside services it provides to clients. The data analyzed for this report supports the need for this change. While almost half of clients were unemployed, only 30 percent were referred to unemployment counseling. Similarly, while 10 percent of clients reported a chemical dependency problem at intake, only 2 percent of clients were referred out for chemical dependency services. Lastly, while 29% of clients had not completed high school, only 4 percent were referred for assistance obtaining their GED. Given the large number of clients the Adult Diversion Program serves, outside referrals need to become an increasingly important part of its services.

Another important component of the Adult Diversion Program is restitution recovery. Presently, the Adult Diversion Program accepts clients who owe up to \$5,000 to private victims and up to \$10,000 to the government. The more a client owed in restitution, the lesser the percent she or he likely paid. For example, overall, clients of the Adult Diversion program paid 42.5 percent of the restitution ordered to them. In contrast, clients who were ordered \$3,000 or less in restitution paid 68.1 percent of what they owed. Notably, most other adult diversion programs limit program eligibility to clients who owe \$3,000 in restitution or less. Operation de Novo could increase its collection rate by decreasing its limits on the amount of restitution a person can owe in order to be eligible to enter its program. However, even considering only those clients who owed \$3,000 or less, Operation de Novo's restitution collection rate was somewhat lower than the collection rate of a similar adult diversion program in Ramsey County, Project Remand.

Operation de Novo's Adult Diversion Program is providing an important service to the Hennepin County District Courts. Most clients are successfully completing the program and paying at least

part of the restitution ordered to them. Additional information on client outcomes such as referral follow through and recidivism will be available in the program review scheduled for winter 2003.