# Improving the Effectiveness of Correctional Programs Through Research

Presented by:

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## Prior Research Has Indicated....

- ....that correctional services and interventions can be effective in reducing recidivism for offenders, however, not all programs are equally effective
  - The most effective programs are based on some principles of effective interventions
    - Risk (Who)
    - Need (What)
    - Treatment (How)
    - Program Integrity (How Well)

## Risk Principle

 Target those offender with higher probability of recidivism

Provide more intense services to higher-risk offenders

 Targeting lower risk offenders can lead to increases in recidivism rates

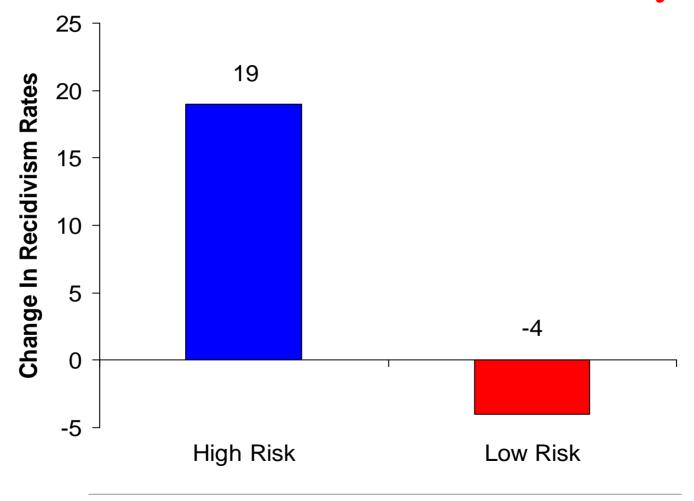
## Results from a Recent Study of Treatment "Dosage" in a Prison Setting

- 620 Incarcerated Males
- Three variations in Cognitive Behavioral Treatment:
- 100 hours
- 200 hours
- 300 hours
- Comprehensive assessments were conducted and offenders assigned based on risk level and needs
- Recidivism defined as incarceration (either a new conviction or revocation); one year follow-up.
- Dosage of treatment appeared to be an important factor:

#### Dosage Continued:

- For Moderate risk offenders with few needs, 100 hours was sufficient to reduce recidivism
- A 100 hour program had no effect on high risk offenders
- For offenders deemed appropriate (i.e. either high risk or multiple needs, but not both), 200 hours were required to significantly reduce recidivism
- If the offender is high risk & has multiple needs it may require in excess of 300 hours of treatment to affect recidivism

# The Risk Principle & Correctional Intervention Results from Meta Analysis



## Need Principle

 Target crime producing needs and risk factors

## Major Risk and/or Need Factor and Promising Intermediate Targets for Reduced Recidivism

Factor	Risk	<b>Dynamic Need</b>
History of Antisocial Behavior	Early & continued involvement in a number antisocial acts	Build noncriminal alternative behaviors in risky situations
Antisocial personality	Adventurous, pleasure seeking, weak self control, restlessly aggressive	Build problem-solving, self- management, anger mgt & coping skills
Antisocial cognition	Attitudes, values, beliefs & rationalizations supportive of crime, cognitive emotional states of anger, resentment, & defiance	Reduce antisocial cognition, recognize risky thinking & feelings, build up alternative less risky thinking & feelings Adopt a reform and/or anticriminal identity
Antisocial associates	Close association with criminals & relative isolation from prosocial people	Reduce association w/ criminals, enhance association w/ prosocial people

## Major Risk and/or Need Factor and Promising Intermediate Targets for Reduced Recidivism

Factor	Risk	Dynamic Need
Family and/or marital	Two key elements are nurturance and/or caring better monitoring and/or supervision	Reduce conflict, build positive relationships, communication, enhance monitoring & supervision
School and/or work	Low levels of performance & satisfaction	Enhance performance, rewards, & satisfaction
Leisure and/or recreation	Low levels of involvement & satisfaction in anti- criminal leisure activities	Enhancement involvement & satisfaction in prosocial activities
Substance Abuse	Abuse of alcohol and/or drugs	Reduce SA, reduce the personal & interpersonal supports for SA behavior, enhance alternatives to SA

## **Need Principle**

By assessing and targeting criminogenic needs for change, agencies can reduce the probability of recidivism

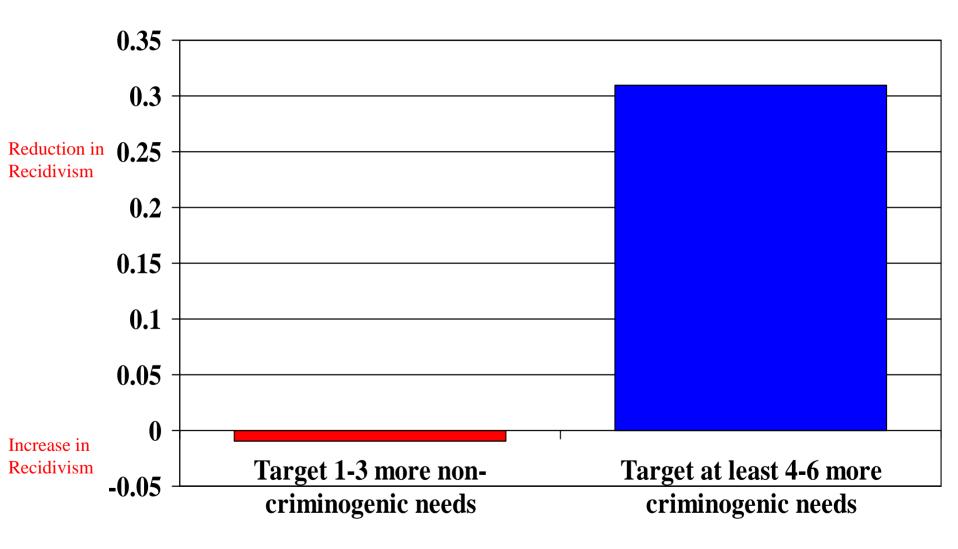
Criminogenic

Non-Criminogenic

- Anti social attitudes
- Anti social friends
- Substance abuse
- Lack of empathy
- Impulsive behavior

- Anxiety
- Low self esteem
- Creative abilities
- Medical needs
- Physical conditioning

## Targeting Criminogenic Need: Results from Meta-Analyses



## Reentry and the Need Principle

• Conventional wisdom suggests that primary challenges are structural focusing on issues such as jobs, housing, and other resources needed by offenders.

• Empirical Evidence suggests otherwise

## Results from some recent studies:

- Virginia study of PV's found securing a job was not a major problem for parolees, and unemployment was not a major factor in failure (O'Reilly, et al, 2001).
- Urban Institute studies:
- Results from Baltimore found none of the offenders in the sample spent the night on the street following release; most stayed with family (Visher, et al, 2004)
- Results from Cleveland found only 10% reported difficulty finding housing (Visher & Courtney, 2007).
- Study in NY found 6.3% of MI prisoners and 3.6% of non MI prisoners reported being homeless after release (Metraux and Culhane, 2004).

## Other Findings

- The Baltimore study found recidivism rates the same for employed and unemployed offenders
- Hawaii study found willingness to accept responsibility for changing one's behavior and measures of conventional lifestyle were among strongest predictors of parole Outcomes (Kassenbaum, 1999, Kassenbaum and Davidson-Corondo, 2001).

## Recent study of parole violators in Pennsylvania found a number of criminogenic factors related to failure\*

\*Conducted by Pennsylvania Dept. of Corrections

# Pennsylvania Parole Study Social Network and Living Arrangements Violators Were:

- More likely to hang around with individuals with criminal backgrounds
- Less likely to live with a spouse
- Less likely to be in a stable supportive relationship
- Less likely to identify someone in their life who served in a mentoring capacity

## Pennsylvania Parole Study Employment & Financial Situation Violators were:

- Slightly more likely to report having difficulty getting a job
- Less likely to have job stability
- Less likely to be satisfied with employment
- Less likely to take low end jobs and work up
- More likely to have negative attitudes toward employment & unrealistic job expectations
- Less likely to have a bank account
- More likely to report that they were "barely making it" (yet success group reported over double median debt)

## Pennsylvania Parole Study Alcohol or Drug Use Violators were:

- More likely to report use of alcohol or drugs while on parole (but no difference in prior assessment of dependency problem)
- Poor management of stress was a primary contributing factor to relapse

## Pennsylvania Parole Study Life on Parole Violators were:

- Had unrealistic expectations about what life would be like outside of prison
- Had poor problem solving or coping skills
  - Did not anticipate long term consequences of behavior
- Failed to utilize resources to help them
  - Acted impulsively to immediate situations
  - Felt they were not in control
- More likely to maintain anti-social attitudes
  - Viewed violations as an acceptable option to situation
  - Maintained general lack of empathy
  - Shifted blame or denied responsibility

## Pennsylvania Parole Violator Study:

 Successes and failures did not differ in difficulty in finding a place to live after release

• Successes & failures equally likely to report eventually obtaining a job

## Some Lessons from PA

- Programs that deliver a one-size-fits all collection of services (e.g. job preparation) may miss important variations in need
- Corrections agencies should examine the reentry context within their own jurisdictions before planning costly new reentry initiatives that attempt to address problems that may not exist
- Attention to core criminogenic needs are critical to the reentry process

# Definitely *NOT* Criminogenic Needs

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#### Continued from the homepage

#### Dance Program Gets Juveniles Moving on the Right Track

By Meghan Mandeville, News Research Reporter



Photo: Sam Forencich

The beats blaring from the high security unit of the Santa Clara County (Calif.) Juvenile Hall have a ring of rehabilitation to them. There, in a small, secure, concrete area young male offenders dance their way toward a new outlook on life.

The Juvie Jazz dance program gives young offenders in two boys units and one girls unit an opportunity to let loose on the dance floor to the music of rappers like **Tupac**, **50 Cent** and **R. Kelly**. At the same time, the juveniles are learning how to follow instructions, work together in a group and build their self-esteem.

"I don't think they are going to be professional dancers, but I want them to see the potential they have to do different things," said program creator and instructor **Ehud Krauss**. "[My goal is] to make them better human beings [and] better kids.

Aside from juvenile offenders in Santa Clara County, Krauss, who owns a dance studio in Palo Alto, Calif., teaches dance to juveniles in San Mateo County, Calif. and autistic and handicapped kids in the area.

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#### Running teaches inmates value of success

'This is the highlight of our year'



Inmate Jason Upchurch runs the marathon at the Middle Tennessee Correctional Complex.

Story Tools

NASHVILLE, Tennessee (AP) -- Until this week, Jordan Davis had never run 3.1 miles, much less completed a race.

Now he's finished one in a place not usually associated with running free: the Middle Tennessee Correctional Complex. It hosted a 5-kilometer, half-marz\*hon and full marathon Wednesday, open to inmates and outsiders alike.

Jordan and older brother Johnathan finished the 5-kilometer race -- nine laps around a ballfield lined by razor wire -- in 25 minutes, 46 seconds. Jordan is serving 20 years for theft; Johnathan works at a skateboard park.

"I was about to fall out, but I feel really good now. I never thought I could do anything like that," said Jordan Davis, 21,

That feeling of achievement is the whole point of the race, said Winnie Binkley, recreation director for the prison, which organized the "Jaunt in the Joint."

"Most of these guys have been told they can't succeed. They've never had positive reinforcement," Binkley said. "Last year there were three guys who said it was the first time they had ever started something and finished it."

The race was first organized three years ago by inmate Craig Nunn, who was the only runner to complete the entire 26.2 miles. Last year, he wrote a letter inviting the Nashville Striders running club to participate.

This year, 33 Striders provided timing clocks. Gatorade, T-shirts for participants and medals. A similar number of prisoners joined the "freeworlders," as inmates call non-inmates.

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#### FREE SPIRIT DRUM CIRCLES

Patricia Prince Thomas Drum Circle Facilitator

To; Marta Daniel

Subject; Drum Circles

I am enclosing the latest research and articles on drum circles. I have been researching drum circles for the past year since experiencing one at the Southeastern Conference. I am amazed that something so basic actually boost the immune system and its fun. I am enclosing an e-mail from a friend that works in a New Zealand prison. She introduced the first drum circle in a New Zealand prison and she describes it as WOW. The staff was amazed because most clients continued drumming for two hours without stopping to smoke.

I am uncertain as to how parolees will respond to a drum circle, however I am sure it will be very positive. I realize that substance abuse and cognitive behavioral programs are probably your number one priority. I would like to introduce drum circles to the prison system. It may be cost effective preventing depression therefore saving money on antidepressants. In addition research indicates that it is stress reducing which may prevent Disciplinary Reports.

I am willing to demonstrate a drum circle free of charge to any prison within a 150 mile radius of Athens. I realize that you are very busy and I appreciate your taking the time to read over the materials that I have enclosed.

Sincerely, Patricia Thomas MA., MAC., LPC.,

Patricia Donas



Houston Chronicle Section A, Page 17 \*\*\* Thursday, Jan. 22, 2004

## CITY&

News & Features . www.h

## Man's sentence: probation, yoga

It's anger management, judge says

By ANDREW TILGHMAN Houston Chronicle

First there was house arrest. Now there's yoga.

A judge ordered a man convicted Wednesday of slapping his wife to take a yoga class as part of his one-year probation.

"It's part of anger management," County Criminal Court at Law Judge Larry Standley said of the ancient Hindu philosophy of exercise and well-being. "For people who are into it, it really calms them down.

"Tve thought about taking it myself, but I've got a pretty

bad back," Standley said.

Standley, a former prosecutor, has sometimes imposed yearlong jail sentences for similar misdemeanor domestic assaults. But he said the case of James Lee Cross was unique.

Cross, a 53-year-old car salesman from Tombal, explained that his wife was struggling with a substance abuse problem and that he struck her on New Year's Eve during an argument about her drinking.

"He was trying to get a hold of her because she has

See YOGA on Page 26A

#### **WORKING OUT ANGER**

County Criminal Court at Law Judge Larry Standley sentenced James Lee Cross, convicted of slapping his wife, to take a yoga class as part of his one-year probation.



Standley sometimes imposes yearlong jail sentences for similar misdemeanor domestic assaults. But he said Cross' case was unique.

"This is not a regular condition I make on people who beat up their spouse," Standley said. "But he was not your typical serial wife-beater type, based on what was presented to me."

#### Yoga

Continued from Page 17A.

a problem," Standley said after the court hearing. "I thought this would help him realize that he only has control over himself."

The sentence came as a surprise to Cross, who was told to enroll in a class and report back to Standley on his progress.

"Tm not very familiar with it," Cross said of yoga. "From what I understand, it may help in a couple ways, not only as far as mentally settling, but maybe a little weight loss."

Daria Magee, an instructor at Yoga Body Houston in River Oaks, said she would recommend that Cross take a basic yoga class emphasizing breathing and including a variety of postures — forward bends, back bends and twists.

"Yoga can help us to get rid of

many emotional issues we might have," she said. "It's a spiritual cleanse."

Prosecutor Lincoln Goodwin agreed to a sentence of probation without jail time because Cross had no significant criminal history.

While Wednesday marked the first time Standley has ordered a defendant into a yoga class, he has tried other forms of "alternative sentencing."

He has ordered dozens of people convicted of drunken driving to keep a journal of news clippings about the crime to make them aware of the prob-

Harris County probation officials recently received a \$20,000 grant to study whether Standley's journal orders have had any effect on reducing repeat drunken driving offenses.

Nevertheless, the yoga sentence was unusual even for Standley.

"This is not a regular condition class."

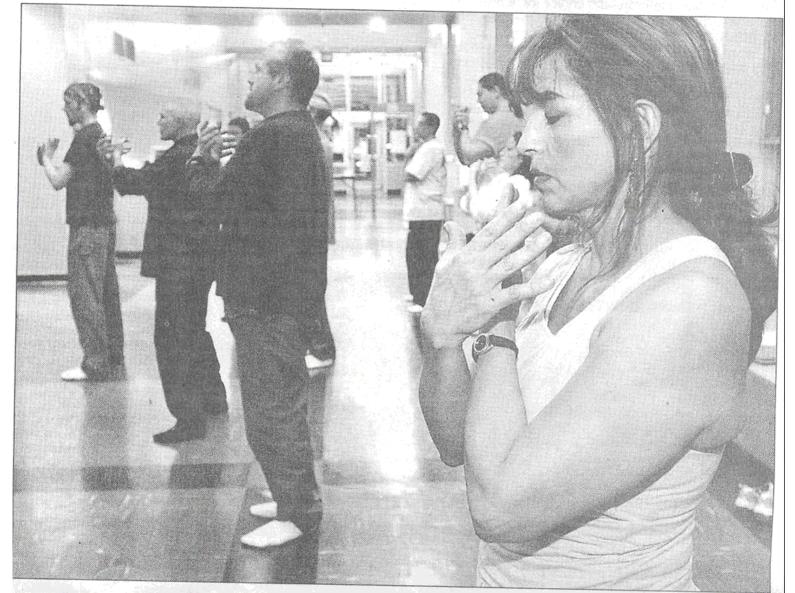
I make on people who beat up their spouse," he said. "But he was not your typical serial wifebeater type, based on what was presented to me."

Cross' wife, Wendy, said she thought yoga would be good for him. "I know there are a lot of benefits to meditation," she said.

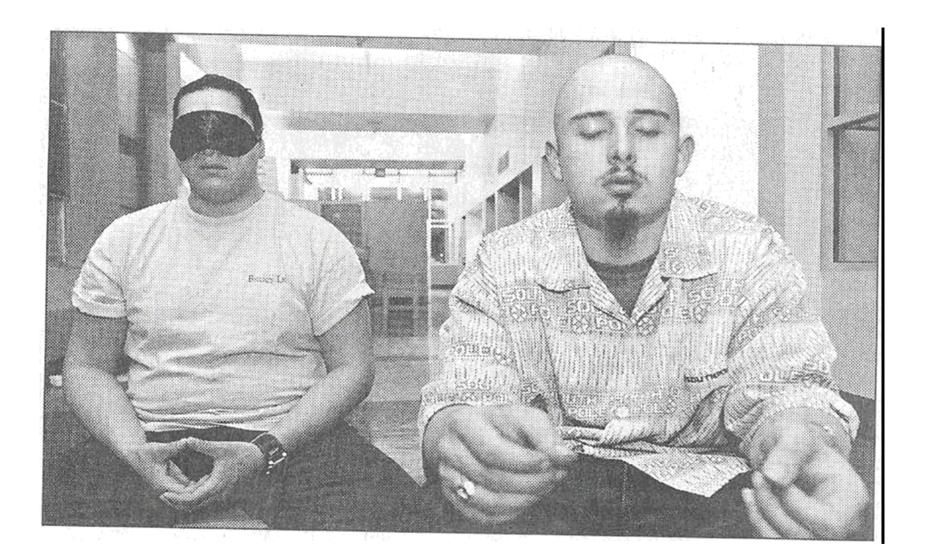
John Coon, director of the Yoga Center of Houston, hailed Standley's order as "progressive." But Yannis Avramidis, a Houston yoga instructor, derided the judge's move as a reflection of how faddish yoga has become

They all agreed, however, that yoga may be an effective calming tool.

"If everyone did yoga, we'd have a lot less violence and trouble in the world. Everyone would just be calmer," Magee said. But Cross, she said, "is going to need more than one yoga class."



"Therapeutic jurisprudence": Municipal Judge Frances Gallegos, right, sometimes attends the New Age anger-management classes to which she has sentenced offenders. The classes are held in the lobby of the Santa Fe municipal courthouse.



SFGate.com

#### Gardening Conquers All How to cut your jail recidivism rates by half

Lisa Van Cleef, Special to SF Gate Wednesday, December 18, 2002 @2003 SF Gate

URL: http://www.sfgate.com/cgi-bin/article.cgi?f=/g/archive/2002/12/18/greeng.DTL





In 1982, Catherine Sneed was lying in a hospital bed, so ill with kidney disease that her San Francisco County Jail co-workers were coming to say their good-byes -- prematurely, it turns out. While in the hospital, Sneed read Steinbeck's "Grapes of Wrath" and came to the pivotal realization that people feel most hopeful when they have a connection to the land, and that vital connection was missing at the county jail.

Sneed, a high school dropout who put herself through law school, became a jail counselor rather than a lawyer because, she says, she wanted to keep people out of jail rather than put them in. She attributes her recovery to that Steinbeck-inspired epiphany which then led to her determination to start the Garden Project.

Today, the county jail's Garden Project has employed more than 4,300 ex-prisoners and served thousands of incarcerated men and women, teaching them essential job and life skills and providing literacy courses and computer training all while they work the jail's 12-acre organic garden in San Bruno or the project's second garden in Hunters Point.

The garden serves as a setting where the participants not only acquire horticultural skills and an awareness of the role plants play in our lives but also learn the basics required in the working world, such as adhering to a schedule, working with a group and accepting responsibility for specific tasks.

Sneed says her goal is to provide Garden Project apprentices an alternative to the cycle of crime that has more than half the parolees returning to jail within a year. Her program shows them that "getting up every day and going to work, doing the best you can while there and getting a paycheck is easier than dealing drugs, easier than prison," she adds.

And it works. According to San Francisco County Sheriff Mike Hennessy, "The Garden Project is a tremendously effective crime-prevention program. It not only helps individuals rebuild their lives, but recidivism studies we've conducted also show that while 55 percent of our prisoners are rearrested within a year, those who go through the Garden Project have a recidivism rate of 24 percent, and that's after two years.

"The participants of the Garden Project are what we call 'frequent fliers' -- those people who were in and out of jail many times," Hennessy points out. "You don't find too many other programs this successful."

# DOGSLEDDING AS RESTORATIVE JUSTICE METHOD –

London Free Press – 07/03/11

The Hollow Water First Nation, who live 200 km northeast of Winnipeg, have used dogsledding as a restorative justice program, which tries to restore relationships between victims and perpetrators in criminal cases. Exercising wilderness skills was seen as a way of rebuilding the perpetrator's selfesteem, explained Marcel HARDESTY, restorative justice program director.

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#### Continued from the homepage

Writing Right: Handwriting Formation
Therapy Aims to Reform Juveniles in Texas
By Meghan Mandeville, News Research Reporter

What's in a name? Better yet, what's in a signature? That's what some juvenile probation agencies in Texas are turning to **Treyce Benavidez-d'Gabriel** to find out.

Benavidez-d'Gabriel, a Handwriting Analyst and Formation Therapist, is working with juvenile probation agencies in several Texas counties to implement a pilot, Handwriting Formation Therapy program aimed at reducing recidivism. The handful of juveniles who will be part of the program's trial run will receive six months of Benavidez-d'Gabriel's therapy, which she says will help these young offenders clean up their acts.

"We are hoping that we are going to be able to get to [the juveniles] early enough to turn their behavior around before it becomes a repetitive issue," said Benavidez-d'Gabriel. "[I hope Handwriting Formation Therapy] will correct these kids and reduce, drastically, the recidivism rates of juveniles."

According to Benavidez-d'Gabriel, Handwriting Formation Therapy serves to change people's behavior patterns by training them to write in a different way.

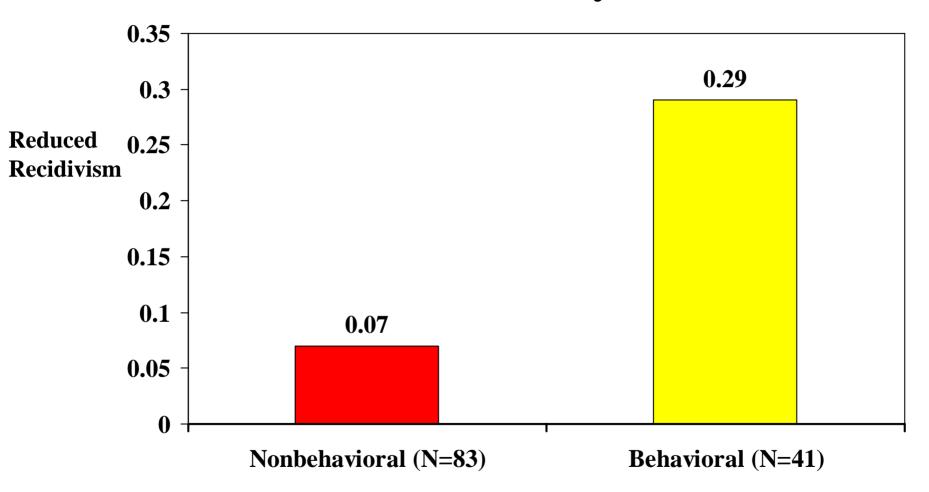
"Basically, it's behavioral modification on a neurological level," said Benavidez-d'Gabriel. "When somebody is writing something, it's their brain writing."

# The Treatment Principle: Provide Behavioral Treatment

Focus on current risk/need factors

Action oriented

# Behavioral vs. NonBehavioral – Results from Meta Analysis



Andrews, D.A. 1994. An Overview of Treatment Effectiveness. Research and Clinical Principles, Department of Psychology, Carleton University. The N refers to the number of studies.

# Most Effective Behavioral Models

- Structured social learning where new skills and behavioral are modeled
- Family based approaches that train family on appropriate techniques
- Cognitive behavioral approaches that target criminogenic risk factors



**Social Learning** 

Refers to several processes through which individuals acquire attitudes, behavior, or knowledge from the persons around them. Both modeling and instrumental conditioning appear to play a role in such learning

## Family Based Interventions

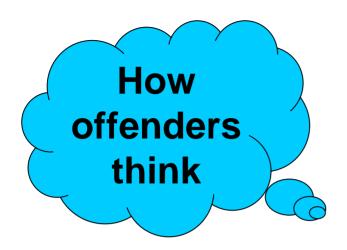
- Designed to train family on behavioral approaches
  - Functional Family Therapy
  - Multi-Systemic Therapy
  - Teaching Family Model

# The Four Principles of Cognitive Intervention

- 1. Thinking affects behavior
- 2. Antisocial, distorted, unproductive irrational thinking can lead to antisocial and unproductive behavior

3. Thinking can be influenced

4. We can change how we feel and behave by changing what we think



- Impulsive
- Concrete
- Poor problem solving
- Lack empathy
- Extremes



- Entitlement
- Deny victims
- Blame others
- Deny responsibility
- Uniqueness

## Reasons that CBT can be Effective in Reducing Recidivism

- 1. Based on scientific evidence (cognitive & behavioral theories)
- 2. Based on active learning (not talk therapy)
- 3. Focus on the *present* (how offenders currently think and behave)
- 4. Based on learning (most crime is learned)
- 5. Target major criminogenic needs (e.g. attitudes, values, beliefs)
- 6. Provides structure to groups and programs (manualized treatment)

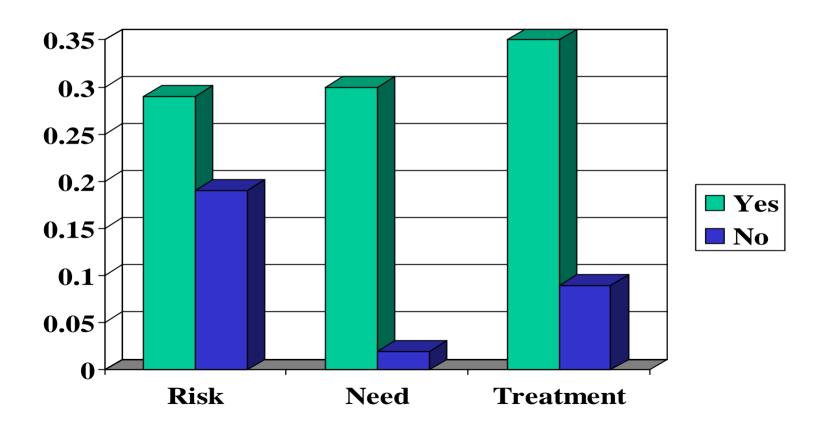
# Reasons that CBT is Popular in Corrections

- Can be done in any setting
- Existing staff can be trained on CBT
- Relatively cheap to deliver
- Wide range of curriculums are available

## Effectiveness of Family Based Intervention: Results from Meta Analysis

- 38 primary studies with 53 effect tests
- Average ES = +.21
- However, much variability was present (-0.17 +0.83)

## Mean Effect Sizes: Whether or not the family intervention adheres to the principles



## Recent Meta-Analysis of Cognitive Behavioral Treatment for Offenders by Landenberger & Lipsey (2005)\*

• Reviewed 58 studies:

19 random samples

23 matched samples

16 convenience samples

• Found that on average CBT reduced recidivism by 25%, but the most effective configurations found more than 50% reductions

## Factors Not significant:

- Type of research design
- Setting prison (generally closer to end of sentence) versus community
- Juvenile versus adult
- Minorities or females
- Brand name of curriculum

### Significant Findings (effects were stronger if):

- Sessions per week (2 or more)
- Implementation monitored
- Staff trained on CBT
- Higher proportion of treatment completers
- Higher risk offenders
- Higher if CBT is combined with other services

### Evaluation of Thinking for a Change

Lowenkamp and Latessa (2006)

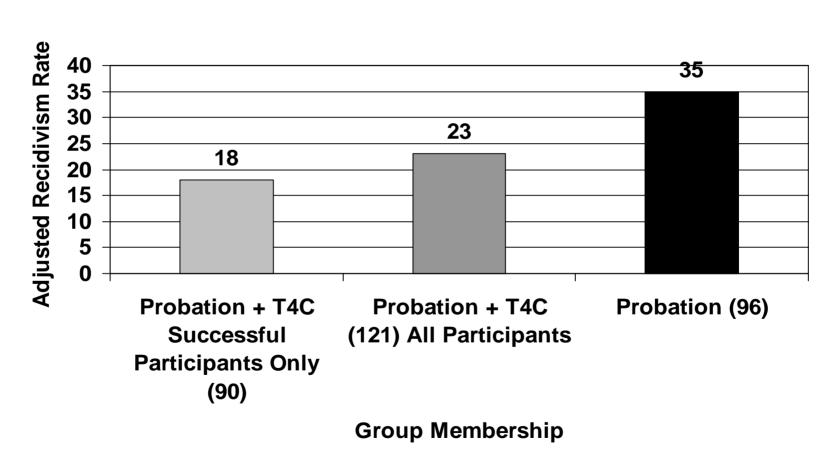
- Tippecanoe County Indiana
- Probation +T4C vs. Probation
- 136 Treatment cases
- 97 Comparison cases
- Variable follow up (range 6 to 64 months; average 26)
- Outcome—arrest for new criminal behavior

### Multivariate Model

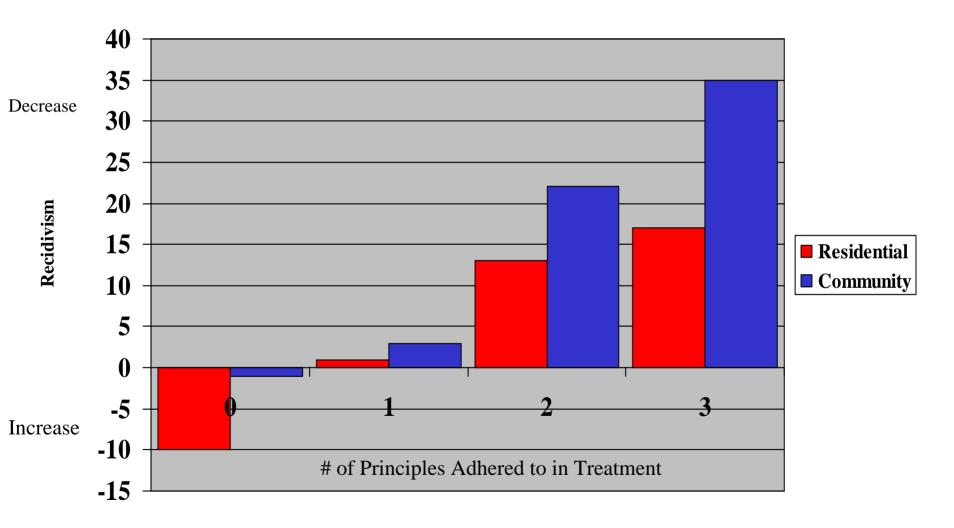
#### Controlled for

- Risk (prior arrests, prior prison, prior community supervision violations, history of drug use, history of alcohol problems, highest grade completed, employment status at arrest)
- Age
- Sex
- Race
- Time at risk or length of follow up time

## Adjusted Recidivism Rates Comparing T4C Participants to Comparison Group



### Adherence to Risk, Need Treatment by Setting: Community Based versus Residential Programs



Source: Adopted from Andrews and Bonta (2006). The Psychology of Criminal Conduct (4<sup>th</sup>). Newark: LexisNexis.

### Recent Study of Non-Residential Community Correctional Programs in Ohio involving over 13,000 Offenders

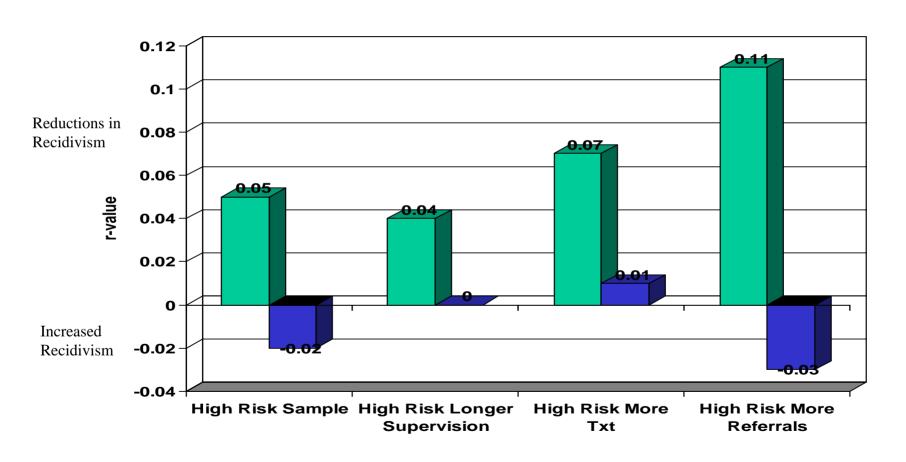
 Included both misdemeanants and felons under community supervision

 Programs included day reporting centers, work release, ISP, and electronic monitoring programs

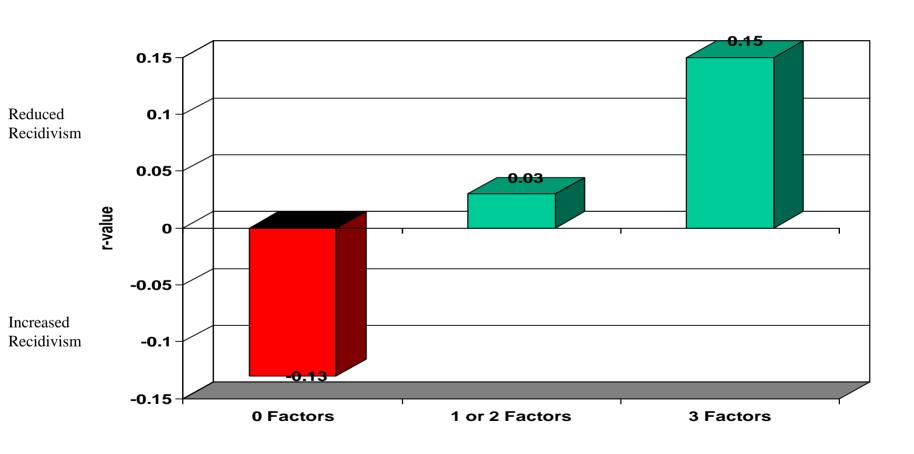
## FOUR FACTORS WERE SIGNIFCICANTLY RELATED TO OUTCOME

- Proportion of higher risk offenders in program (at least 75% of offenders in programs were moderate or high risk)
- Level of supervision for higher risk offenders (high risk offenders averaged longer periods of supervision than low risk)
- More treatment for higher risk offenders (at least 50% more time spent in treatment)
- More referrals for services for higher risk offenders (at least 3 referrals for every 1 received by low risk)

# Changes in Recidivism by Program Factors for Probation Programs



## Change in Recidivism by 4 Point Factor Score for Probation Programs



# Recently we looked at Program Characteristics and Program Philosophy

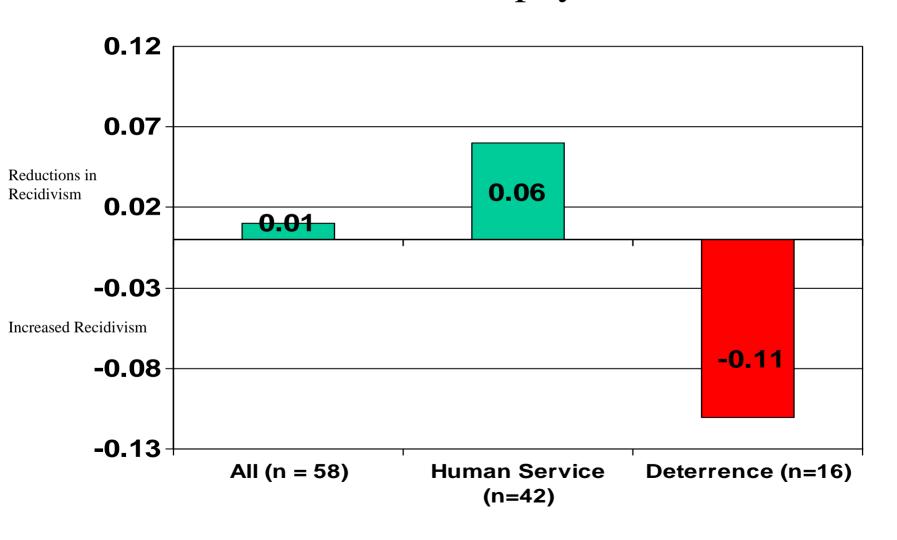
### Program Measures

- 1. Risk principle supervision—longer supervision for higher risk
- 2. Risk principle treatment—more TX referrals for higher risk
- 3. Higher-risk sample—75% of offender higher risk
- 4. Treatment referrals—75% of referrals targeted criminogenic needs
- 5. At least 5 services available targeting criminogenic needs
- 6. Separate groups by risk
- 7. 20 hours or more of treatment per week
- 8. Program ranged 3 to 9 months
- 9. Provided quality aftercare
- 10. Had a manual
- 11. Adhered to manual
- 12. Staff hired for skills and values
- 13. Pre/post testing of offenders
- 14. Exclusionary criteria in place
- 15. Exclusionary criteria followed

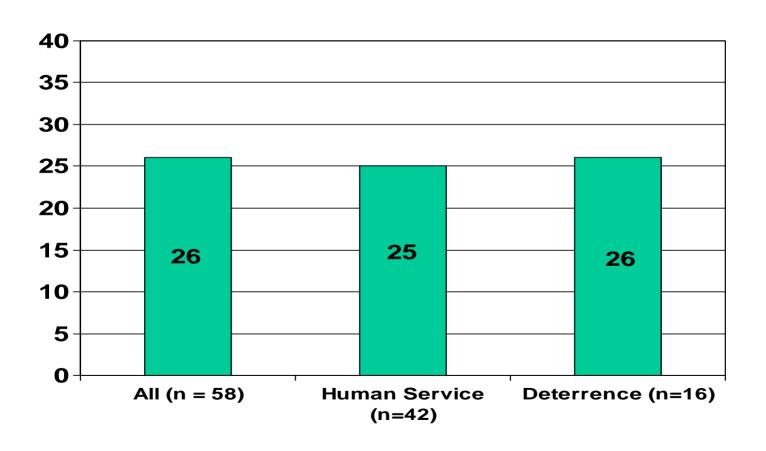
### **Program Measures**

- 1. Created Risk-Need adherence scale which was percentage of 15 factors present in program. Scored as 1 or 0.
- 2. Also asked program staff to identify program philosophy.
- 3. Assigned philosophy based on dominant response—human service or deterrence

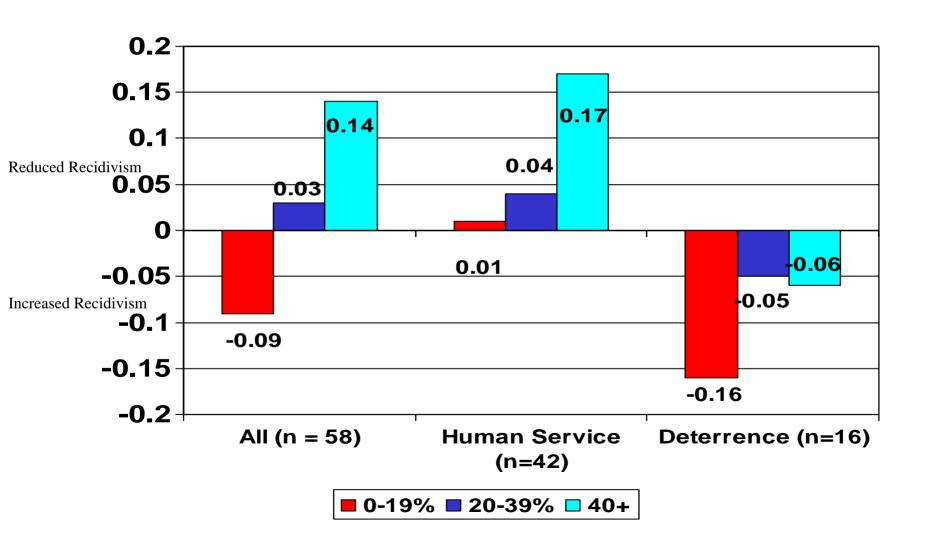
## Average Effect Size Overall & By Program Philosophy



## Average Score on RN Scale



# Average Effect Size By Program Philosophy and RN Scale



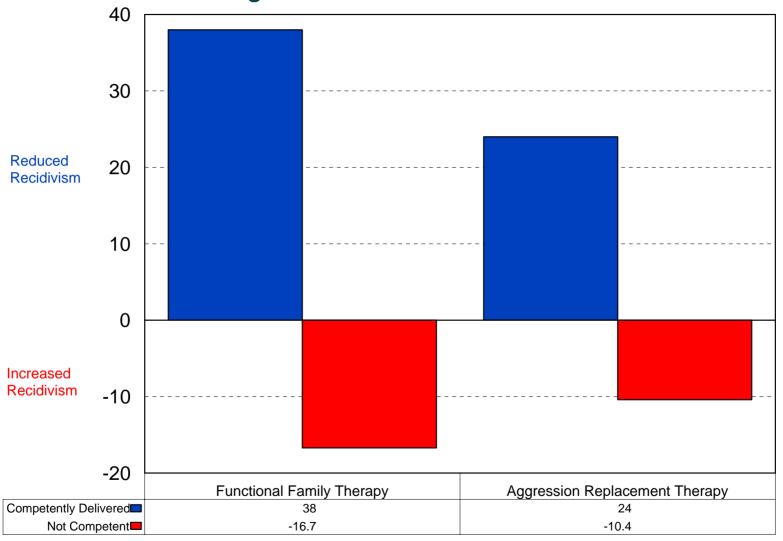
### **Conclusions**

- 1. Philosophy of community supervision program was important: those that self-identified as Human Service oriented were more effective than those with Deterrence orientation.
- 2. Deterrence oriented programs had increased failure rates.
- 3. Adhering to the Principles of Risk, Need, Treatment increased effectiveness. Even Deterrence oriented program had better results if principles were met.

## The Fidelity Principle: Make Sure Programs Are Delivered With Fidelity and Integrity

- Importance can't be stressed enough
- Can determine effectiveness of a program
- Can be measured
- Most importantly it is dynamic and can be changed

## Effects of Quality Programs Delivery for Evidenced Based Programs for Youth Offenders



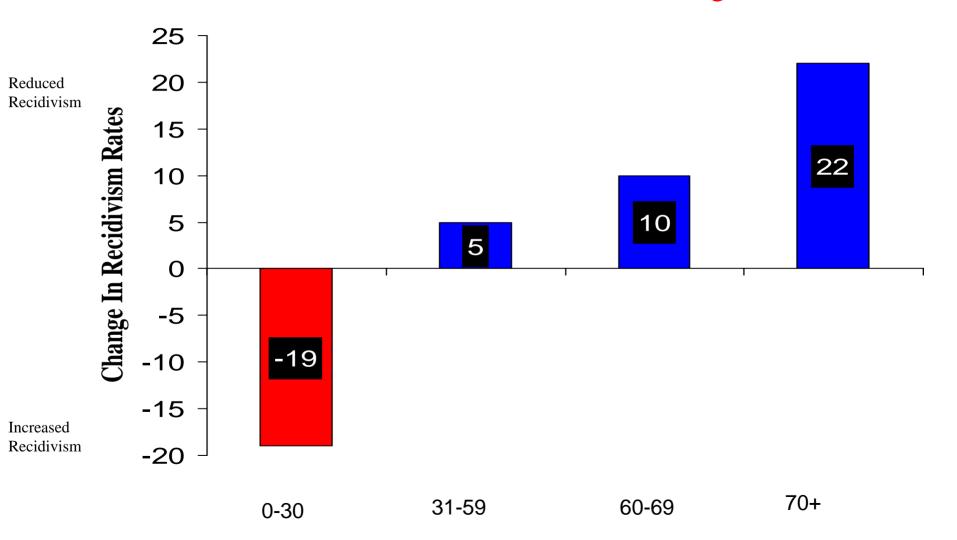
Source: Outcome Evaluation of Washington State's Research-Based Programs for Juvenile Offenders. January 2004. Washington State Institute for Public Policy.

### Program Integrity and Recidivism

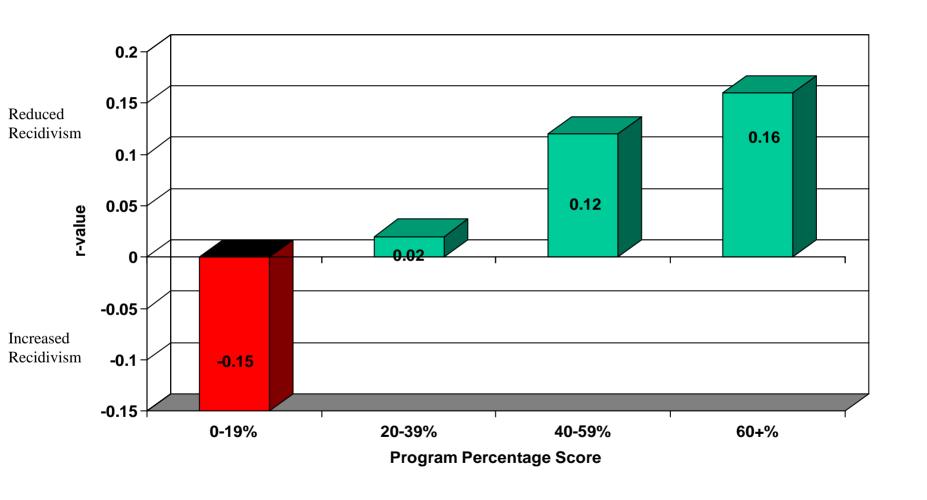
• Every major study we have done in Ohio has found a strong relationship between program integrity and recidivism

• Higher integrity score – greater the reductions in recidivism

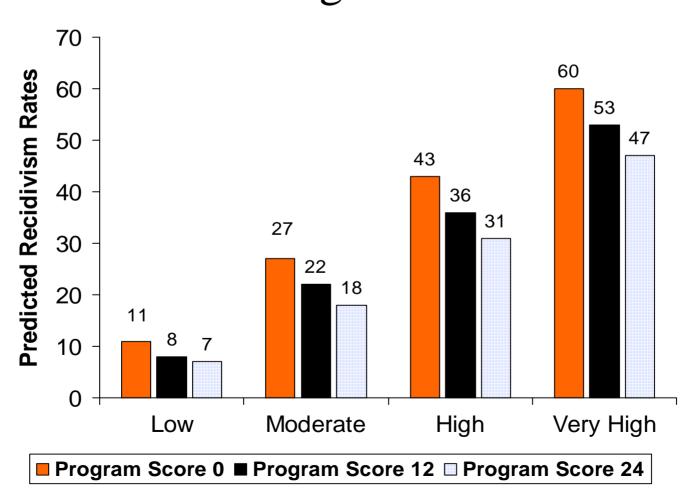
#### Program Integrity—Relationship Between Program Integrity Score And Treatment Effect for Residential Programs



### Program Integrity—Relationship Between Program Integrity Score And Treatment Effect for Community Supervision Programs



# Impact of Program Factors Predicting Felony Adjudication for Juvenile Programs



### Lessons Learned from the Research

➤ Who you put in a program is important – pay attention to risk

- ➤ What you target is important pay attention to criminogenic needs
- ➤ How you target offender for change is important use behavioral approaches

### Important Considerations

➤ Offender assessment is the engine that drives effective programs

helps you know who & what to target

- Design programs around empirical research helps you know how to target offenders
- Program Integrity make a difference

  Service delivery, disruption of criminal networks, training/supervision of staff, support for program, QA, evaluation