Appendix A: Interview guide

1. Standard interview guide

Title: **New Haven Law Enforcement Assisted Diversion (LEAD): formative assessment of program implementation and adaptation**

Principle Investigator: Paul Joudrey

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2. Opening Script

My colleagues and I are conducting research to learn more about your perception or experience of the early implementation and adaptation of the LEAD model in New Haven Connecticut. We are interested in hearing your perspective based on your experiences and that of others that you know. I am a health services researcher and member of the LEAD evaluation team interested in improving the implementation of the LEAD program in New Haven and around the country. My colleagues and I are hosting interviews with LEAD trained police officers and engagement specialists in New Haven, Connecticut. We have a number of questions prepared for this interview, but if there are any additional ideas or experiences you would like to share please feel free to tell at any time. All ideas are helpful. You, of course, can refuse to answer any questions at any time and are free leave at any time. We want to ensure this is a safe environment to share your experiences.

Are you ready to start the interview?

I am turning on the recorder now.

3. Interview guide

Innovation

Q1) What is the LEAD program?

Probes

- How does LEAD work?
- Who is eligible for the LEAD program?
- What is the difference between a social contact referral and a diversion from arrest referral?
- What evidence is there that LEAD will work?
- How confident are you in the LEAD program model?
- Does the LEAD model strike the right balance between public order/safety and offering help to individuals with addiction involved with the criminal justice system?
- What do you like about the LEAD program? What don't you like?

Context

Q2) Based on your experience working in New Haven, CT, will the LEAD program work in this city?

- How should the LEAD program be adapted to fit the needs of the New Haven community?
- What are the barriers to the successful launch of the LEAD program in New Haven?
- What are the facilitators to successful launch of the LEAD program in New Haven?
- How do other programs in New Haven (CIT, the APT foundation, etc.) impact the LEAD program?
- How should the LEAD program be adapted to the needs of the New Haven police department (or Columbus House, or Cornell Scott Hill)?
- How important is the LEAD program to your supervisor? To your organization?
- Tell me how your organization communicates with others while serving the New Haven community?
- How well does your organization make changes to improve the quality of policing and or care for clients and the New Haven community?

Recipients

Q1) How do people within your team or organization feel about the LEAD program?

- What is an officer's (engagement specialists) role in the LEAD program?
- How easy is it to implement the LEAD program while also completing the other tasks that you are responsible for?
- What skills or knowledge does and officer (or engagement specialists) need to complete their LEAD program role?

Facilitation

Q4) Have you referred any clients into the New Have LEAD program?

If Yes…

- Tell us about your experience…
- If you have offered the program, what happens when LEAD is presented as an option?
- How do you decide who offer a diversion from arrest? Social contact?
- How easy or difficult is it to recruit participants into the LEAD program?
- How could recruiting participants be improved?
- How will are potential clients to enter the LEAD program?

If No…

- What the reason you have not referred into the LEAD program thus far?
- What needs to change for you to start making referrals?

Closing Questions

Q5) How would you organize the LEAD program within New Haven Police department or and community?

- Any additional comments or suggestions?