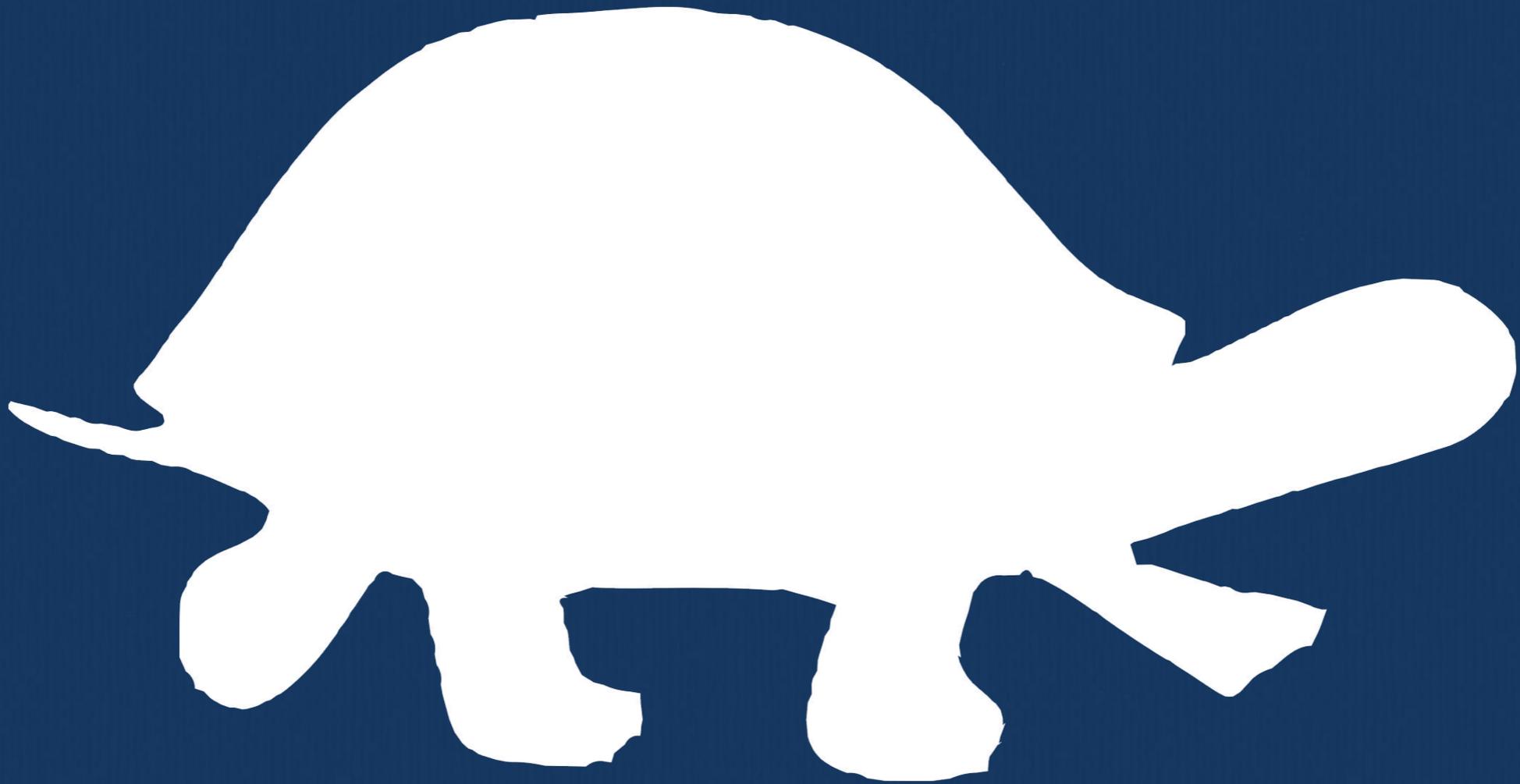




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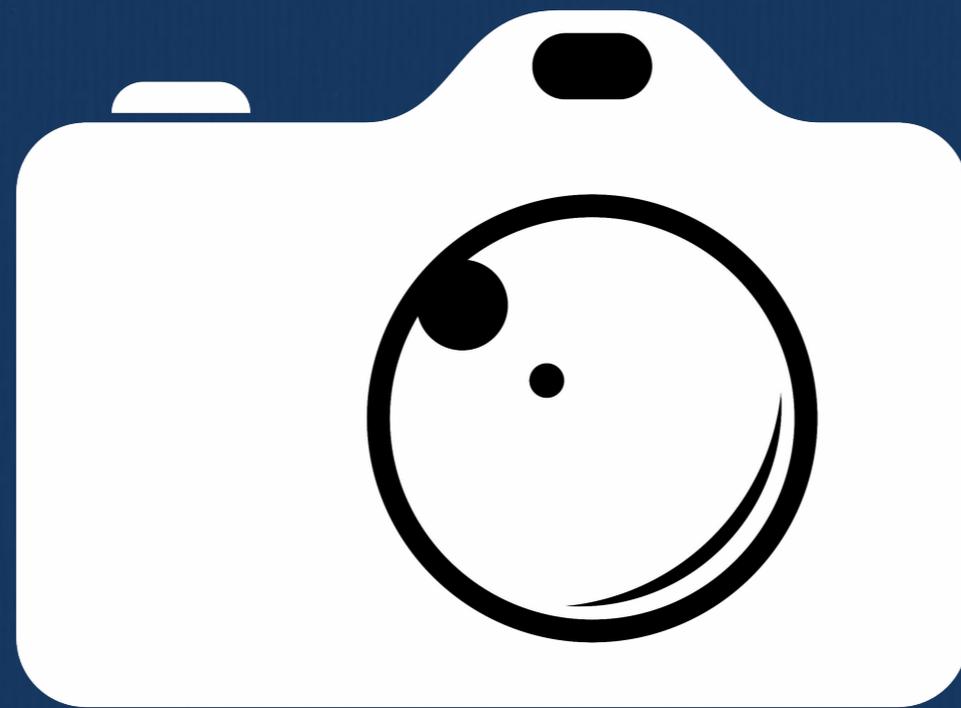


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Gotcha!





Homegrown Innovation



Staff Initiatives



Client Innovations



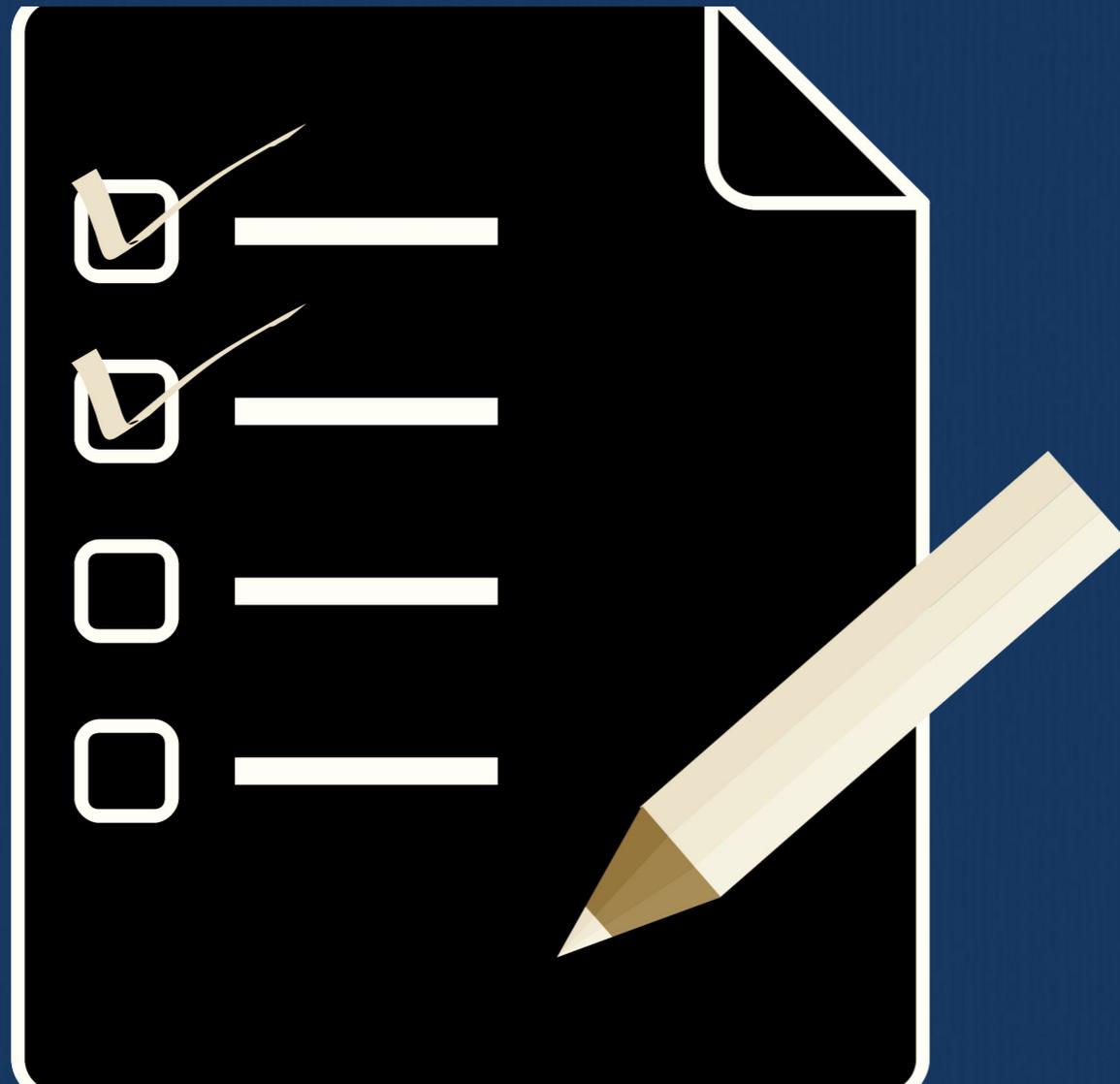
Peer to Peer Learning

No Commercial Orientation

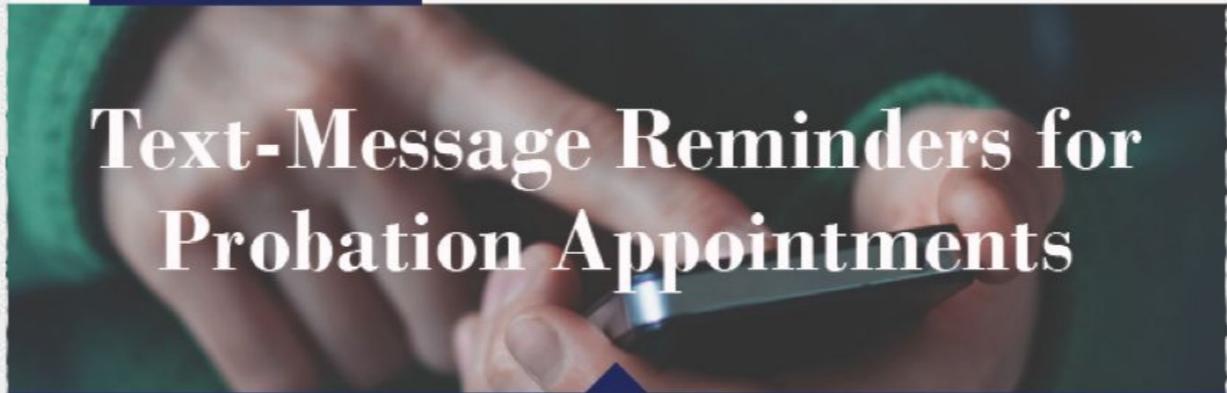


**Research Done with
People,
Not to People**

How it Works



- **Submit your idea**
- **We vet it with you**
- **Identify the point of contact**
- **You get a PhD peer, statistician, case manager, writer**
- **Off you go!**



Text-Message Reminders for Probation Appointments

Do text-message appointment reminders reduce failure to report on probation?

Agency: Clackamas County Community Corrections (Oregon)
Trial Completion Date: 01/15/16
Pracademic*: Kelli Zook

Context

One-third of probationers fail to complete the terms of their supervision (BJS, 2014).

Failure to report deprives probationers of program benefits, wastes public time and money, and increases the risk of incarceration.

Key Finding

Clackamas County Community Corrections sent text-message reminders to probationers and reduced their failure-to-report rate by one-third.

*BetaGov trains agency personnel to become research-savvy "pracademics" who lead trials.

Background

Clackamas County Community Corrections wants to ensure that probationers consistently attend their probation appointments. Missed appointments waste public time and money, in addition to increasing the likelihood that probationers will be incarcerated. The agency decided to test whether a simple technology like text messaging could improve the situation.

Text messaging is an inexpensive, fast, and convenient way to communicate. Text-message reminders have been formally evaluated in areas besides criminal justice, mostly within healthcare, and have shown large increases in appointment attendance and medication adherence.

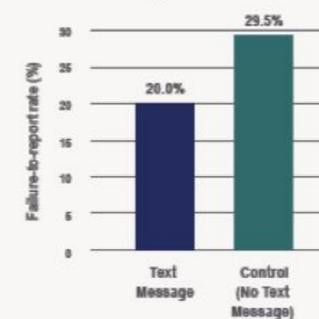
Trial Design

Clackamas County probationers (n=190) were randomized to one of two conditions. In the test group (n=95), each subject received a text-message reminder for each office appointment, and the control group (n=95) received no text messages. The follow-up period was two months.

Results

The failure-to-report rate for probationers who received a text-message reminder was 20.0%, compared with 29.5% for the control group, a one-third reduction in failure to report. Clackamas County Community Corrections found text-message reminders to be an effective method to reduce failure to report.

Text Message Trial Results



Note: Intent-to-treat design. All individuals randomized to study conditions were included in outcome analysis.

Why BetaGov?

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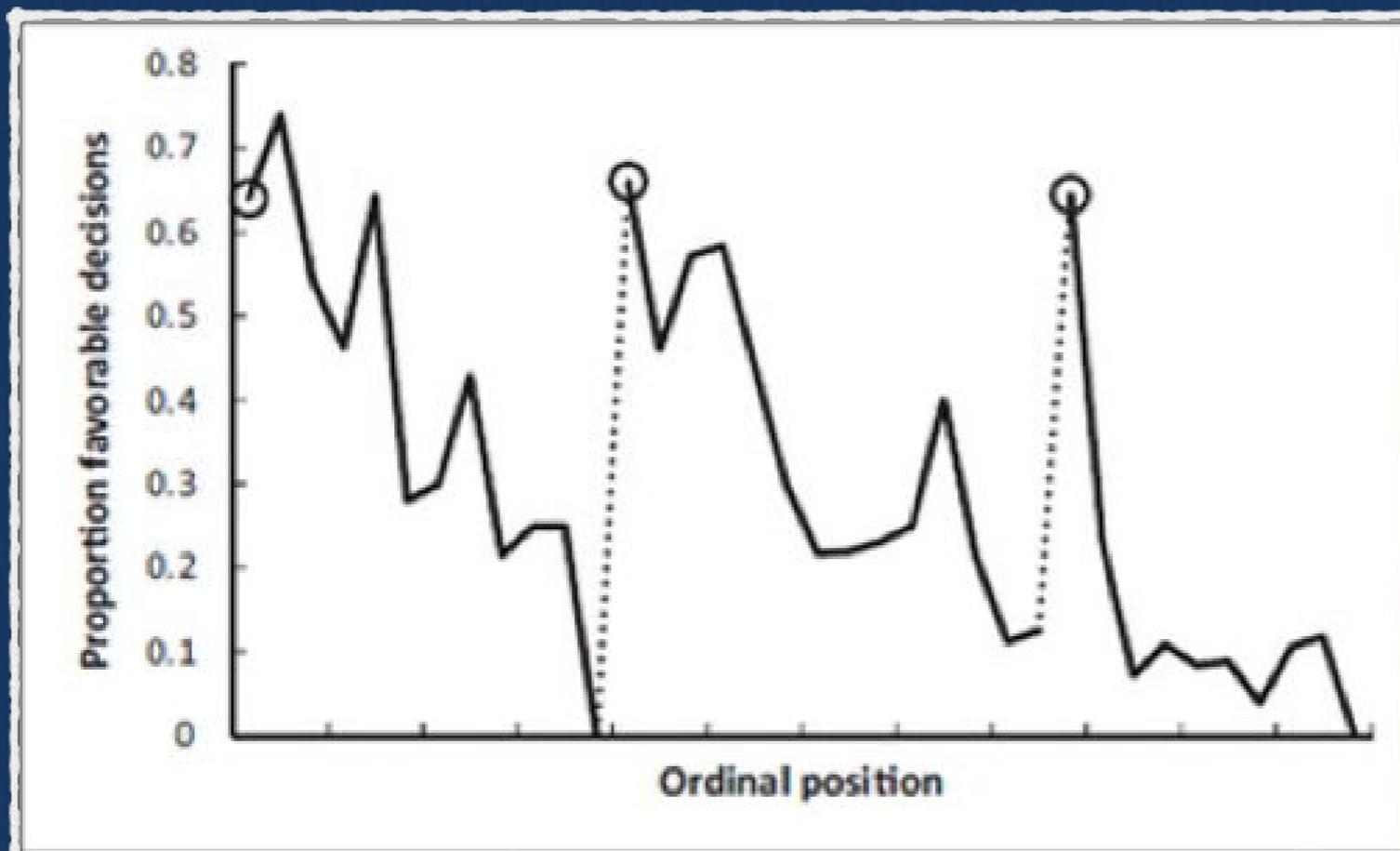












Research by Shai
Danzinger

Human Services Examples

- **Changing Paperwork**
- **Compliance Notification**
- **Engagement**
- **Text Messaging**
- **Vender Evaluation**
- **Cash Payment Frequency**

Staff-Focused Reforms

- **Job Satisfaction**
- **Changing Spaces**
- **Changing Atmosphere**
- **Wellness**

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BIG IDEA?

Small idea?

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