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# APPENDIX

## Tracking Outcomes: A Guide for Civil Legal Aid Providers & Funders

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National Center *for*  
Access to Justice

AT FORDHAM LAW SCHOOL

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# APPENDIX 1:

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# RECOMMENDATIONS, WITH IDEAS FOR IMPLEMENTATION

## I. UNLOCK THE POTENTIAL OF OUTCOMES DATA TODAY

### A. Use existing outcomes data more effectively

1. **Use outcomes data** – Rely on outcomes data reported to funders to deepen understanding of legal aid, improve service, and explain the value of legal aid to new audiences.
2. **Identify trends** – Monitor outcomes for patterns that point to changes in legal needs in the low income community, including by correlating findings with data sets held by social services organizations.
3. **Go deeper with research partners** – Pursue research in collaboration with social scientists and others.

### B. Move to “big goals” and client-centered measures to report outcomes

1. **Develop “big goals”** – Develop “big goals” that connect client outcomes to the mission of civil legal aid, including such goals as improving stability, security, and well-being.
2. **Make measures client-centered** – Re-shape outcome measures in collaboration with clients and with social services providers to highlight the outcomes most important to clients. See also, Appendix A (collected sets of outcome measures).
3. **Pursue a process** – Pursue a collaborative process with multiple providers and funders to develop big goals and client-centered measures for all stakeholders in New York City.

### C. Combine outcomes with “big data” and other data sets

1. **Share data sets** – Leading institutions in the access to justice community should make measures and data sets available and accessible to all stakeholders.
2. **Preserve privacy** – The community should develop best practices for ensuring clients’ privacy.
3. **Be vigilant against bias** – The community should develop best practices to reduce risks of bias in the design, collection, and analysis of data.
4. **Fund data analysts** – Funders should make grant support available (through unrestricted grants and/or through dedicated revenue) to pay for providers to hire data analysts to improve the quality of data analysis.
5. **Increase the use of big data and publicly available data sets** – Rely on multiple data sets to show: 1) broader implications of outcomes achieved by clients, 2) impacts on communities, and 3) needs of the client population.
6. **Use data visualizations** – Improve the quality and number of data visualizations.

### D. Build communication between funders and providers

1. **Build provider-funder communication** – Providers and funders should communicate with each other about, and ideally co-create, outcomes to track as a means of reducing burden and sharpening the providers’ work.
2. **Educate funders** – Explain to funders the provider’s goals and its reporting capacities and limitations at start of the grant relationship.
3. **Declare goals for using each measure** – Funders should explain the rationale for each measure and the funder’s planned use for each outcomes finding.
4. **Develop consensus among funders** – Funders should reach consensus with one another on measures that are essential, and seek providers’ input.

## II. PURSUE SOLUTIONS TO HARDER CHALLENGES IN TRACKING OUTCOMES

### A. Track “systemic” outcomes

1. **Build consensus on systemic measures** – Providers and funders should work toward consensus on which outcomes to track in systemic advocacy initiatives with systemic impacts – for example, numbers affected, benefits obtained, laws changed, other societal impacts.
2. **Measure roles in collaboration** – Funders should invite reporting of outcomes from multi-organization collaborations and credit providers for roles performed in coalition.
3. **Measure collateral outcomes** – The community should work toward consensus on how best to credit providers for collateral outcomes achieved during the course of systemic advocacy initiatives that are not yet complete.
4. **Measure ripple effects** – Funders should support research on the societal outcomes obtained through systemic advocacy.
5. **Make the case to the public** – The community should rely on outcomes data to help the public understand the importance of systemic advocacy that benefits vulnerable people, while remain alert to the risk of retaliation from entities wed to the status quo.

### B. Secure feedback on outcomes

1. **Seek outcomes reporting from service recipients** – Providers and funders are focusing on securing feedback on actions taken and outcomes achieved, as distinct from feedback only about quality of service.
2. **Insist on clarity in survey design** – Survey preparers should consult experts and consider drafting guidelines to achieve simplicity, clarity, objectivity, consistency, and confidentiality in the design of survey instruments.
3. **Consider texting and other technologies** – The community should continue to investigate pros and cons of technology for texting projects to secure outcomes in brief service.

### C. Partner with courts to improve outcomes data

1. **Make all court dockets digital** – Courts should make their dockets digital.
2. **Make court data, including outcomes data, less expensive and more accessible** – Courts should make outcomes data accessible and inexpensive.
3. **Track court data by race, ethnicity, and other factors** – Courts should track data in forms that are easy to disaggregate by race, ethnicity and other factors that are essential to allowing analysis of whether the justice system carries out its functions in a neutral and non-discriminatory manner.
4. **Pursue law and policy reforms to build standards, funding, and infrastructure for tracking court data** – Providers, funders and courts should pursue law and policy reforms to establish statewide standards, funding and infrastructure to improve tracking and reporting of court outcomes data.
5. **Protect private information** – Courts should adopt protections to better ensure the privacy of litigants consistent with the requirements of law.
6. **Increase funding for gathering court data** – Funders should support providers in projects to explore the potential for gathering court data in ways that will boost understanding of outcomes for vulnerable litigants.

### D. Support holistic service by tracking outcomes

1. **Track referral outcomes to assure provision of service** – Funders should support providers in tracking outcomes achieved through referrals of clients (and others seeking service) to other organizations.
2. **Develop networks to track outcomes** – Providers and funders should pursue network-building with social services organizations to increase understanding of outcomes achieved through referrals.

### III. PRESERVE THE INTEGRITY OF OUTCOMES DATA AT ALL TIMES

#### A. Improve the integrity of outcomes data

1. **Prioritize using data to improve service** – Providers should approach data tracking as a tool for improving service, and not just an administrative burden.
2. **Engage staff with data expertise** – Providers should engage staff in specific practice groups or possessing specific area expertise to have a significant role in defining outcome measures.
3. **Standardize and train on data entry** – Providers and funders should standardize data entry procedures and hold regular trainings on data entry.
4. **Share data transparently** – Providers should circulate data findings and data analyses to all staff.
5. **Review and revise measures** – Providers and funders should remove measures not being used and review patterns of use to determine whether new measures are needed.

#### B. Manage the challenge of proving causation

1. **Manage causation questions through a culture of learning** – Collect outcomes data, share it within the organization, entrust leadership roles on outcomes data to staff, articulate norms and standards of practice, be transparent about intake practices, and use data internally to foster conversation about the multiple factors influencing outcomes.
2. **Manage causation questions by owning triumphs, without over-claiming** – Inform funders of outcomes achieved by the office, but always be careful not to claim accomplishments that may be caused by other factors in the lives of clients and in the provision of civil legal aid.
3. **Pursue rigorous research, including through randomized controlled trials** – Enlist researchers to use rigorous methodologies to clarify the value of civil legal aid.

# APPENDIX 2:

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# INTRODUCTION TO OUTCOME MEASURES

Across the country, civil legal aid programs and funders are developing measures to track outcomes achieved by clients and communities. In this Appendix, we have gathered some of these “outcome measures” and organized them for your consideration.

*Key distinctions* – As we describe in the Guide, “outcomes” are different from “inputs” and “outputs” in that they describe the consequences, impacts, or effects of the services provided to the client. “Inputs” are things that allow civil legal aid programs to be productive (e.g., the number of lawyers in an organization). “Outputs” are things that civil legal aid programs produce using inputs (e.g., the number of different types of services provided). Thus, inputs and outputs, while important, do not communicate the impact of the services in the lives of clients and communities.

*The purpose of measures* – In order for a program to use data to describe its impact on clients lives, it must determine which “measures” can best capture the desired information on client outcomes. Programs then use the measures to guide the collection and reporting of data about the outcomes achieved. Once the data is collected, programs analyze the data to understand and communicate to others their findings about those outcomes.

*Our sources for outcome measures* – This collection of sets of outcome measures has several sources. In part, it is the result of searches we conducted for outcome measures available on the internet. In part, it is the result of our solicitations to partners and contacts on this project. In addition, it includes excerpts of recommended measures that were generated as part of the White House Legal Aid Interagency Roundtable’s initiative to support the design of outcome measures intended to implement Goal 16 of the United Nations Sustainable Development Goals in the United States (a project co-coordinated by the National Center for Access to Justice).

*Our numbering system* – For the purpose of creating consistency throughout this collection, NCAJ has reformatted and renumbered the sets of measures to use the same numbering system. The numbering system has the following features:

- Large roman numerals (e.g., I, II, III) mark the broadest classification into which the measures can be grouped. For example, agencies often distinguish financial benefits from non-financial benefits in their own organizing systems.
- Capitalized letters (e.g., A, B, C) mark the categories that outcome measures are often organized in (e.g., “housing”).
- Paired Capitalized letters (e.g., AA, AB, AC) mark subcategories that add specificity to the superordinate category. For example, if a superordinate category is “Family,” a subcategory might be “Adoption.”
- Numbers (e.g., 1, 2, 3), mark the actual measures that are used to capture outcomes.
- Small letters (e.g., a, b, c) mark sub-measures that add specificity to the superordinate measure. For example, if a superordinate measure is “[s]topped or reduced debt collection activity,” a sub-measure might be “[p]revented or reduced recovery of excessive charges.”

*Availability of measures* – We have obtained permission from our partners to present excerpts of their measures in this Appendix and online. The sets of measures (which may include other measures in addition to outcome measures) are also maintained by the organizations that created them at links that accompany each set in the Appendix, below, but may differ from versions NCAJ has included in the Appendix, below, either because they have been updated over time, or because they include other types of measures in addition the outcome measures we have excerpted for publication in the Appendix.



# CLEVELAND LEGAL AID SOCIETY, DETAILED OUTCOMES REPORT<sup>1</sup>

## I. NON-FINANCIAL BENEFITS

### A. Consumer

1. Secured monetary relief?
2. Reduced debt?
3. Reduced attachment?
4. Prevented repossession?
5. Avoided arbitration?
6. Secured assets?
7. Obtained utilities?
8. Removed financial barrier to driver's license or driving privileges?
9. Secured participation in subsidized housing program?
10. Obtained vital documents?
11. Secured attorney fees?
12. Secured Process Accommodation – Language Access
13. Secured Process Accommodation – Disability
14. Secured Process Accommodation – Money
15. Had impact beyond individual client(s)?
16. Significant outcome not covered by list?
17. Income change
18. Assets change
19. Debt change

### B. Education

1. Removed barrier to education?
2. Student loan relief?
3. Prevented expulsion?
4. Secured educational programming?
5. Obtained bilingual services?
6. Obtained educational disability identification?
7. Obtained compensatory education?
8. Secured monetary relief?
9. Obtained vital documents
10. Secured Process Accommodation – Language Access
11. Secured Process Accommodation – Disability
12. Secured Process Accommodation – Money
13. Secured attorney's fees?
14. Had impact beyond individual client(s)?
15. Significant outcome not covered by list?
16. Income Change
17. Assets Change
18. Debt Change

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<sup>1</sup> The Cleveland Legal Aid Society has developed a set of outcome measures that are intended to advance Cleveland Legal Aid Society's three strategic goals: (1) improving safety and health; (2) promoting education and economic stability; and (3) securing decent, affordable housing. The Cleveland approach tracks both non-financial benefits and financial benefits for almost every one of the outputs categories used in the LSC's "Case Service Reporting" (CSR) data. Non-financial benefits are recorded as Y, N, and N/A. Financial benefits are recorded as money saved in the form of assets and debt reduction, and/or reflected in an increase in monthly income.

### **C. Employment**

1. Secured income?
2. Removed barriers to employment?
3. Secured monetary relief?
4. Reduced debt?
5. Reduced attachment?
6. Taxpayer brought into filing compliance?
7. Taxpayer brought into collection compliance?
8. Secured vital documents?
9. Total amount of dollars refunded in cash to taxpayer
10. Total decrease in corrected tax liabilities (but not below zero for any taxpayer)
11. Secured Process Accommodation – Language Access
12. Secured Process Accommodation – Disability
13. Secured Process Accommodation – Money
14. Secured attorney's fees?
15. Had impact beyond individual client(s)?
16. Significant outcome not covered by list?
17. Income Change
18. Assets Change
19. Debt Change

### **D. Family**

1. Secured safety for client?
2. Reduced risk to child?
3. Secured protection order?
4. Secured temporary restraining order?
5. Secured residence?
6. Secured child support?
7. Secured spousal support?
8. Secured retirement benefits?
9. Secured health insurance coverage?
10. Secured assets (not real property or pension)?
11. Reduced debt?
12. Reduced support paid by client?
13. Removed barrier to education?
14. Secured real property?
15. Secured divorce?
16. Obtained vital documents?
17. Secured Process Accommodation – Language Access
18. Secured Process Accommodation – Disability
19. Secured Process Accommodation – Money
20. Secured attorney's fees?
21. Had impact beyond individual client(s)?
22. Significant outcome not covered by list?
23. Income Change
24. Assets Change

## **E. Juvenile**

1. Obtained/retained guardianship?
2. Obtained adoption?
3. Prevented/ended guardianship?
4. Had impact beyond individual client(s)?
5. Significant outcome not covered by list?
6. Income Change
7. Assets Change
8. Debt Change

## **F. Health**

1. Secured health insurance?
2. Obtained monetary relief?
3. Reduced debt?
4. Obtained coverage for procedure or equipment?
5. Obtained vital documents?
6. Secured Process Accommodation – Language Access
7. Secured Process Accommodation – Disability
8. Secured Process Accommodation – Money
9. Secured attorney's fees?
10. Had impact beyond individual client(s)?
11. Significant outcome not covered by list?
12. Income Change
13. Assets Change

## **G. Housing (Not Foreclosure)**

1. Prevented eviction or involuntary move?
2. Secured time to move (30 days or more)?
3. Secured participation in subsidized hsg prog?
4. Reduced rent/fee?
5. Secured utilities?
6. Recovered personal property?
7. Recovered security deposit?
8. Remedied defective conditions?
9. Remedied discrimination?
10. Obtained accommodation?
11. Secured supply of affordable rental hsg?
12. Obtained monetary relief?
13. Enforced real property rights?
14. Mitigated damages?
15. Obtained vital documents?
16. Secured Process Accommodation – Language Access
17. Secured Process Accommodation – Disability
18. Secured Process Accommodation – Money
19. Secured attorneys fees?
20. Had impact beyond individual client(s)?

21. Significant outcome not covered by list?
22. Income Change
23. Assets Change

## **H. Foreclosure**

1. Foreclosure prevented?
2. Reduced fees, arrearages or penalties?
3. Lowered and/or fixed rate of interest?
4. Reduced principal?
5. Default Judgement averted?
6. Improved other mortgage terms?
7. Obtained monetary relief?
8. Extended client's stay in home?
9. Had impact beyond individual client(s)?
10. Secured attorney's fees?
11. Obtained vital documents?
12. Secured waiver of deficiency?
13. Secured Process Accommodation – Language Access
14. Secured Process Accommodation – Disability
15. Secured Process Accommodation – Money
16. Significant outcome not covered by list?
17. Income Change
18. Assets Change

## **I. Income Maintenance**

1. Secured income?
2. Obtained monetary relief?
3. Reduced debt?
4. Removed barrier to employment?
5. Secured Attorney's Fees?
6. Obtained vital documents?
7. Secured Process Accommodation – Language Access
8. Secured Process Accommodation – Disability
9. Secured Process Accommodation – Money
10. Had impact beyond individual client(s)?
11. Significant outcome not covered by list?
12. Income Change
13. Assets Change

## **J. Individual Rights**

1. Sealed record or obtained CQE?
2. Secured safety for client?
3. Avoided deportation?
4. Obtained release from custody?
5. Improved legal immigrant status for client?
6. Improved legal immigration status for family member?
7. Obtained vital documents?

8. Secured Attorney's Fees?
9. Secured Process Accommodation – Language Access
10. Secured Process Accommodation – Disability
11. Secured Process Accommodation – Money
12. Had impact beyond individual client(s)?
13. Significant outcome not covered by list?
14. Income Change
15. Assets Change

## **K. Miscellaneous**

1. Removed barrier to employment
2. Secured license?
3. Avoided debt?
4. Secured monetary relief?
5. Enforced real property rights?
6. Executed health/estate plan?
7. Secured Attorney's Fees
8. Secured Process Accommodation – Language Access
9. Secured Process Accommodation – Disability
10. Secured Process Accommodation – Money
11. Had impact beyond individual client(s)?
12. Significant outcome not covered by list?
13. Income Change
14. Assets Change

## **II.. FINANCIAL BENEFITS (WITH AREAS TO FILL IN \$ AMOUNTS)**

- A. Consumer and Finance
- B. Employment
- C. Family
- D. Foreclosure
- E. Health
- F. Housing (Not Foreclosure)
- G. Income Maintenance
- H. Individual rights

# FLORIDA BAR FOUNDATION, OUTCOMES CODES BY LEGAL PROBLEM CATEGORY<sup>2</sup>

## A. Consumer/Finance

### AA. Bankruptcy/Debtor Relief

1. Obtained Federal Bankruptcy Protection
  - a. None
  - b. Obtained Bankruptcy Protection (Chapter 7)
  - c. Obtained Bankruptcy Protection (Chapter 13)
  - d. Voided Bankruptcy Judgements

### AB. Collection (Including Repossession/Deficiency/Garnishment)

1. Stopped or Reduced Debt Collection Activity
  - a. None
  - b. Reduced or Eliminated Debt or Debt Placed in Non-Collection
  - c. Student Loan Indebtedness Discharged Based on Disability of Borrower
  - d. Prevented or Reduced Recovery of Excessive Charges
2. Avoided or Ended Garnishment or Levy
  - a. None
  - b. Obtained Release of Lien
  - c. Avoided or Ended Wage Garnishment
  - d. Avoided or Ended Other Garnishment
  - e. Prevented Attachment of Personal Property
  - f. Recovered Personal Property
3. Avoided or Reduced Deficiency Judgements
  - a. None
  - b. Avoided Judgement
  - c. Reduced Amount of Judgement
  - d. Satisfied Judgement for Reduced Amount
4. Avoided Repossession or Replevin
  - a. None
  - b. Averted repossession or Replevin of Automobile
  - c. Averted Replevin of Mobile Home
  - d. Averted Repossess or Replevin of Other Personal Property

### AC. Collection Practices/Creditor Harassment

1. Stopped Abusive or Illegal Debt Collection Practices
  - a. None
2. Stopped Harassment
  - a. None
  - b. Reduced or Eliminated Debt-Related Physical or mental Stress

### AD. Contracts/Warranties

1. Overcame Unfair or Illegal Sales Contracts
  - a. None
  - b. Overcame Abusive or Illegal Finance Contract
  - c. Obtained Recession of Abusive or Illegal Contract

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2 In 2017, the Florida Bar Foundation undertook a substantial new initiative in which it worked with its civil legal aid grantees to reconsider the community's approach to tracking outcomes. The collaboration produced 62 problem codes, with multiple subsets and hundreds of outcome measures. The set is available at [http://ncforaj.org/wp-content/uploads/2018/05/Copy-of-FBF-Outcomes-Codes-by-Legal-Problem-Category\\_Final-2017.xlsx](http://ncforaj.org/wp-content/uploads/2018/05/Copy-of-FBF-Outcomes-Codes-by-Legal-Problem-Category_Final-2017.xlsx)

2. Overcame Fraudulent Sales Practice
  - a. None
3. Enforced Sales Contracts or Warranties
  - a. None
  - b. Enforced Motor Vehicle Sales or Financing Agreement
  - c. Clarified Contractual Rights or Responsibilities

**AE. Other Consumer/Finance**

1. Obtained Insurance Benefits (Other Than Health or Disability)
  - a. None
  - b. Obtained Recovery on Insurance Claim
  - c. Obtained homeowners Insurance Benefits
2. Obtained or Preserved Credit
  - a. None
  - b. Overcame Discrimination in Obtaining Credit
  - c. Avoided Negative Impact on Credit Report of Loan Underpayment
3. Resolved Credit Reporting Errors
  - a. None
  - b. Prevented or Mitigated Negative Impact on Credit Report
  - c. Created Plan to Increase Credit Score
4. Obtained Damages Based on Illegal Claim in a Consumer Matter
  - a. None
5. Recovered or Waived Interest Payments
  - a. None
6. Obtained Advice & Counsel on a Consumer Matter
  - a. None
7. Obtained Assistance with Pro Se Consumer Matter
  - a. None
8. Obtained Non-Litigation Advocacy Services on a Consumer Matter
  - a. None
9. Obtained Case Referral on a Consumer Matter
  - a. None
10. Obtained Household Budgeting Counseling
  - a. None
11. Obtained Monetary Award in a Consumer Matter
  - a. None
12. Obtained Benefits as member of Class in Successful Consumer Class Action
  - a. None
13. Avoided Paying Attorneys' Fees in a Consumer Matter
  - a. None
14. Obtained Representation on a Consumer Matter (No Other Outcome)
  - a. None

**AF. Predatory Lending Practice (Not Mortgages)**

1. Overcame Predatory Lending Practices
  - a. None
  - b. Overcame Payday Loan Abuse

2. Overcame Predatory Lending Practices
  - a. None

**AG. Public Utilities**

1. Avoided or Delayed Utility Termination
  - a. None
2. Obtained Utility Services
  - a. None
3. Reduced Utility Payment Amount
  - a. None

**AH. Unfair and Deceptive Sales and Practices (Not Real Property)**

1. Overcame Unfair Sales and Practices
  - a. None
2. Overcame Illegal Sales and Practices
  - a. None

**B. Education**

**BA. Access (Including Bilingual, Residency, Testing)**

1. Obtained an Appropriate Education
  - a. None
  - b. Obtained or Maintained Enrollment in Public School
  - c. Obtained Private School Placement
  - d. Overcame Barrier to Enrollment In School
2. Obtained Necessary Supplemental or Related Educational Services
  - a. None
  - b. Obtained Testing
  - c. Obtained Bilingual Services
  - d. Obtained LEP Services
  - e. Enforced McKinney-Vento Rights
  - f. Obtained IDEA Services
  - g. Eliminated Inequality in Services or Resources
  - h. Compelled LEA to Provide Services or Information

**BB. Discipline (Including Expulsion and Suspension)**

1. Avoided or Delayed Suspension or Expulsion
  - a. None
  - b. Avoided or Delayed Expulsion
  - c. Avoided or Delayed Suspension
2. Obtained Reversal of Illegal Suspension or Expulsion from School
  - a. None
3. Obtained Reinstatement to School in Lieu of Suspension or Expulsion
  - a. None
4. Reduced Length of Suspension or Expulsion
  - a. None
5. Obtained Decision That Disciplinary Incident Was a Manifestation of Child's Disability
  - a. None
6. Prevented or Mitigated Discriminatory Discipline
  - a. None



7. Obtained Significant Change in Discipline Policy
  - a. None

**BC. Other Education**

1. Obtained Correction of School Records
  - a. None
2. Avoided Retention
  - a. None
3. Overcame Discrimination in Quality of Education
  - a. None
4. Obtained Education Advocacy from Surrogate Parent
  - a. None
5. Obtained Education Advocacy from Attorney Ad Litem
  - a. None
6. Obtained Advice and Counsel on an Education Matter
  - a. None
7. Obtained Non-Litigation Advocacy Services (Brief Services) on an Education Matter
  - a. None
8. Obtained Referral on an Education Matter
  - a. None

**BD. Special Education/Learning Disabilities**

1. Obtained Special Education Eligibility
  - a. None
  - b. Obtained Eligibility for Initial Placement in Special Education
  - c. Improved or Obtained Additional Placement in Special Education
  - d. Obtained Other Appropriate Educational or Placement Services
2. Avoided Inappropriate Special Education Classification
  - a. None
  - b. Obtained Least Restrictive Placement in Special Education
3. Obtained Appropriate Educational Plan under Special Education Law
  - a. None
4. Obtained Appropriate Educational Services in an Inclusive and Integrated Setting
  - a. None
  - b. Obtained an Aide for ESE Student
  - c. Obtained Accommodations for ESE or 504 Student
5. Obtained Transition Services as Part of IEP
  - a. None

**BE. Student Financial Aid**

1. Obtained or Maintained Eligibility for Financial Aid
  - a. None

**BF. Vocational Education**

1. Obtained or Maintained Eligibility for Vocational Education Services
  - a. None
  - b. Overcame Barrier to Obtaining Vocational Educational Services

## **C. Employment**

### **CA. Agricultural Worker Issues (Not Wage Claims/FLSA Issues)**

1. Obtained Damages for MSPA Violation
  - a. None
2. Enforced Farmworker Employment Contract
  - a. None

### **CB. EITC (Earned Income Tax Credit)**

1. Obtained EITC
  - a. None
2. Obtained EITC Audit Reconsideration Relief
  - a. None

### **CC. Employee Rights**

1. Avoided or Obtained Redress for Wrongful Discharge
  - a. None
  - b. Obtained Reinstatement of Employment
2. Delayed Discharge
  - a. None
3. Obtained, Preserved or Increased Employment Benefit (e.g. Pensions)
  - a. None
  - b. Enforced Pension Rights
  - c. Enforced FMLA Rights
  - d. Enforced COBRA Rights
4. Resolved On-The-Job Issues (e.g. Safety or Grievance Procedures)
  - a. None

### **CD. Employment Discrimination**

1. Overcame or Obtained Redress for Job Discrimination
  - a. None
2. Obtained Damages for Employment Discrimination
  - a. None

### **CE. Other Employment**

1. Obtained Job Training
  - a. None
  - b. Obtained Tuition for Job Training Program
2. Improved Work or Training Program
  - a. None
3. Obtained Pay While in Job Training Program
  - a. None
4. Obtained Expungement of Adverse Records
  - a. None
  - b. Sealed or Expunged Arrest Record
  - c. Sealed or Expunged Unfounded Abuse Report
5. Obtained Advice and Counsel on an Employment Matter
  - a. None
6. Obtained Non-Litigation Advocacy Services on an Employment Matter
  - a. None
  - b. Obtained Assistance with Pro Se Pleading

7. Obtained Referral on an Employment Matter
  - a. None
  - b. Obtained Referral on Wage and Hour Matter
8. Obtained Representation on an Employment Matter (No Other Outcome)
  - a. None
9. Obtained Other Benefit on an Employment Matter
  - a. None
  - b. Removed Barrier to Employment
  - c. Created Plan for Removal of Barrier to Employment
  - d. Planned Transition from Benefits to Work
  - e. Obtained Support Services Needed for Employment
  - f. Obtained Job
  - g. Obtained Promotion
  - h. Obtained Affirmative Action Plan
  - i. Obtained Medical Care for Work Related Injury
  - j. Eliminated Unsafe Working Conditions

**CE. Taxes (Not EITC)**

1. Eliminated Delinquent Taxes Due
  - a. None
  - b. Obtained Innocent Spouse Relief for Client
  - c. Obtained Currently Non-Collectible Relief for Client
  - d. Successfully Disputed Tax Debt
2. Reduced Delinquent Taxes Due
  - a. None
  - b. Obtained Offer-In-Compromise Relief for Client
3. Obtained Installment Agreement
  - a. None
4. Obtained Other Tax Relief
  - a. None
  - b. Removed Notice of Federal Tax Lien
  - c. Removed Tax Preparer Fraud
  - d. Brought into Collection Compliance
  - e. Brought into Filing Compliance
  - f. Obtained Audit Reconsideration Relief (Non-EITC)
  - g. Obtained Tax Court Litigation Relief
  - h. Resolved Identity Theft

**CG. Wage Claims and other FLSA (Fair Labor Standards Act) Issues**

1. Obtained Wages or Back Pay Due
  - a. None
  - b. Obtained Fair Labor Standards Relief
  - c. Obtained Wage Increase
  - d. Eliminated Minimum Wage Violation
2. Received Assistance with Filing of Small Claims Case to Recover Back Pay
  - a. None
3. Obtained Judgment for Wages or Back Pay Due but Unable to Collect
  - a. None

## **D. Family**

### **DA. Adoption**

1. Obtained Adoption for Dependent Child
  - a. None
  - b. Obtained Step-Parent Adoption
  - c. Successfully Defended Adoption of a Minor Child
2. Avoided or Reversed the Adoption of a Child
  - a. None
3. Obtained Adoption of an Adult
  - a. None
4. Obtained Access to Sealed Adoption Records
  - a. None

### **DB. Adult Guardian/Conservatorship**

1. Obtained Adult Guardianship or Conservatorship
  - a. None
  - b. Obtained Adult Guardianship
  - c. Obtained Guardian Advocate for Disabled Adult
  - d. Obtained Conservatorship
  - e. Obtained Order to File Simplified Annual Report
2. Dissolved Adult Guardianship or Conservatorship
  - a. None
  - b. Dissolved a Guardianship
  - c. Dissolved Guardian Advocate
  - d. Dissolved Conservatorship
3. Prevented Guardianship or Conservatorship
  - a. None

### **DC. Custody/Visitation**

1. Obtained or Maintained Custody of Children
  - a. None
  - b. Obtained or Maintained Majority Timesharing (Custody)
  - c. Obtained Sole Parental Responsibility
2. Established or Preserved Temporary or Concurrent Custody
  - a. None
  - b. Established Temporary or Concurrent Custody
  - c. Defended Temporary or Concurrent Custody
3. Obtained Modification of Custody
  - a. None
  - b. Obtained Order of Relocation
  - c. Defended Petition to Relocate
  - d. Defended Modification of Custody
4. Obtained Enforcement or Contempt of Custody Order
  - a. None
5. Obtained or Preserved Right to Visitation
  - a. None
  - b. Obtained a Pick-Up Order
  - c. Defended a Pick-Up Order

6. Restricted Visitation of Adverse Party
  - a. None
7. Obtained Enforcement or Contempt of Visitation Order
  - a. None
8. Obtained Modification of Visitation
  - a. None
9. Defended Modification of Visitation
  - a. None
10. Obtained Protective Relief for Children (Not Injunction)
  - a. None

**DD. Divorce/Separation/Annulment**

1. Obtained a Divorce or Annulment
  - a. None
  - b. Obtained a Divorce
  - c. Obtained an Annulment
  - d. Obtained Divorce to Gain Eligibility for Benefit (e.g. Habitat, SHIP)
  - e. Obtained Divorce to Promote Client's Safety
  - f. Obtained Divorce for Estate Planning Purposes
2. Set Aside Divorce or Annulment
  - a. None
  - b. Set Aside Divorce
  - c. Set Aside Annulment
3. Enforced Separation Agreement
  - a. None
4. Enforced Property Settlement Agreement
  - a. None
  - b. Obtained Real Property Settlement Agreement
  - c. Obtained Ownership of Home
  - d. Obtained Exclusive Use of Home
  - e. Obtained Personal Property Settlement Agreement
  - f. Obtained Right to Retrieve Belongings
  - g. Obtained Unequal Distribution of Assets (Special Equity)
  - h. Obtained Equitable Distribution of Liabilities
  - i. Obtained Equitable Allocation of Tax Exemption
5. Obtained Portion of Retirement Benefits
  - a. None
  - b. Obtained QDRO to Enforce the Obtained Benefits

**DE. Domestic Abuse**

1. Obtained Protection from Domestic Violence
  - a. None
  - b. Obtained Protective Order Against Domestic Violence
  - c. Obtained Protective Order Against Sexual Violence
  - d. Obtained Protective Order Against Repeat Violence
  - e. Obtained Protective Order for Victim of Dating Violence
  - f. Obtained Protective Order for Victim of Stalking
  - g. Obtained Extension of Time Covered by Protective Order

- h. Obtained Other Modification of Protective Order to Provide Affirmative Relief to Victim
- i. Obtained Temporary Protective Order
- j. Enforced Protective Order
- k. Obtained Stipulated No Contact Order (Without Injunction)
- 1. Obtained Temporary or Ancillary Exclusive Use of Home
- 2. Defended Against Protective Order
  - a. None
  - b. Protective Order Denied
  - c. Protective Order Dismissed
  - d. Petition to Extend Protective Order Denied by Court
  - e. Obtained Modification of Protective Order to Benefit of Defendant
  - f. Obtained Determination of Compliance with Protective Order
  - g. Defended Victim Against Request for Protective Order Filed by Abuser
- 3. Obtained Protection from Adult Abuse or Neglect
  - a. None
- 4. Obtained Protection from Domestic Violence for a Client Aged 60 or Over
  - a. None
- 5. Avoided or Reversed Administrative or Judicial Finding of Child Abuse or Neglect
  - a. None
- 6. Obtained Assistance with Safety Planning
  - a. None
- 7. Obtained Protection from Adult Financial Exploitation
  - a. None

**DE. Other Family**

- 1. Obtained Substance Abuse Evaluation and Treatment
  - a. None
- 2. Obtained Mental Health Evaluation and Treatment
  - a. None
- 3. Obtained Batterer's Intervention Program
  - a. None
- 4. Obtained Parenting Class
  - a. None
- 5. Resolved Post-Judgment Family Matter
  - a. None
- 6. Obtained Plan to Improve Client or Family Stability
  - a. None
- 7. Saved Money for State on a Family Matter
  - a. None
- 8. Obtained Guardian Ad Litem Services on a Family Matter
  - a. None
- 9. Obtained Advice and Counsel on a Family Matter
  - a. None
- 10. Obtained Non-Litigation Advocacy Services on a Family Matter
  - a. None

11. Obtained Assistance with Self-Representation on a Family Matter
  - a. None
12. Obtained Referral on a Family Matter
  - a. None
13. Obtained Representation on a Family Matter (No Other Outcome)
  - a. None
14. Obtained Other Benefit on a Family Matter
  - a. None
  - b. Obtained Domestic Partnership Agreement
  - c. Obtained Parenting Agreement for Non-Traditional Family Member
  - d. Obtained Birth Certificate
  - e. Obtained Delayed Birth Certificate
  - f. Awarded Majority Parenting Time
  - g. Awarded Minority Parenting Time
  - h. Obtained Court Order for Passport for Child
  - i. Obtained Court Order for Right to Register Child In Client's School District
  - j. Enforced Other Family Law Award
  - k. Achieved Other Family Law Objective

**DG. Parental Rights Termination**

1. Avoided Termination of Parental Rights
  - a. None
  - b. Protected Parental Rights Through Delegation of Parental Authority
2. Avoided Protective Order or Removal of Children
  - a. None
3. Obtained Family Reunification
  - a. None
  - b. Obtained Family Reunification on Behalf of Children
  - c. Obtained Family Reunification on Behalf of Parents
4. Obtained Foster Care Services
  - a. None
5. Improved Terms of Foster Care Plan
  - a. None

**DH. Paternity**

1. Established Paternity for Child
  - a. None
  - b. Established Paternity to Gain Eligibility for Benefit
2. Avoided or Reversed Determination of Paternity of Child
  - a. None

**DI. Support**

1. Obtained, Preserved or Increased Child Support
  - a. None
  - b. Obtained Tax Exemption for Child Support
  - c. Obtained, Preserved or Increased Child Support (for TANF Recipient)
  - d. Obtained Temporary Child Support
  - e. Obtained or Maintained or Increased Children's Health Benefits

- f. Extended Child Support
- g. Obtained Income Withholding Order
- h. Obtained Other Enforcement of Child Support Order
- 2. Avoided, Terminated or Decreased Child Support
  - a. None
  - b. Stopped Garnishment of Pay or Benefits for Child Support
  - c. Children No Longer on TANF
  - d. Obtained Downward Modification of Child Support
  - e. Reinstated or Avoided Suspension of Driver's License for Non-Payment
- 3. Obtained, Preserved or Increased Spousal Support
  - a. None
  - b. Obtained Spousal Support or Benefits
  - c. Obtained Temporary Spousal Support
  - d. Obtained Rehabilitative Spousal Support Award
  - e. Obtained Bridge-The-Gap Spousal Support Award
  - f. Obtained or Maintained or Increased Spousal Support in Modification Action
  - g. Enforced Spousal Support
- 4. Avoided, Terminated or Decreased Spousal Support
  - a. None
  - b. Set Aside Alimony Award
  - c. Obtained Downward Modification of Spousal Support
  - d. Reduced or Terminated Spousal Support in Modification Action
  - e. Reduced Support Obligation or Enforcement Against Disabled Payer

## **E. Juvenile**

### **EA. Delinquent**

- 1. Obtained Acquittal in Delinquency Case
  - a. None
- 2. Obtained Reduced Charges in Delinquency Case
  - a. None
- 3. Obtained Community Based Disposition in Delinquency Case
  - a. None
- 4. Obtained Residential Treatment Alternative to Commitment to DJJ in Delinquency Case
  - a. None
  - b. Obtained Residential Treatment in Parental Home
  - c. Obtained Residential Treatment in Home of Relative Other Than Parents
  - d. Obtained Residential Treatment in Home of Non-Relative
- 5. Obtained Appropriate Service Plan for Child in Custody of DJJ
  - a. None
- 6. Obtained Appropriate Re-Entry Plan for Child in Custody of DJJ
  - a. None
- 7. Obtained Dismissal of CHINS Charges
  - a. None
- 8. Obtained Appropriate Services in CHINS Case
  - a. None



9. Obtained Necessary Services Through Filing of CHINS Petition
  - a. None
10. Maintained Placement of Child with Family in Delinquency or CHINS Case
  - a. None

**EB. Emancipation**

1. Obtained Benefits of Emancipation
  - a. None
  - b. Obtained Termination of Parental Rights

**EC. Major Guardian/Conservatorship**

1. Established Guardianship for Child
  - a. None

**ED. Neglected/Abused/Dependent**

1. Obtained Protection for Child from Abuse or Neglect
  - a. None
  - b. Obtained Protective Order on Behalf of Child
2. Avoided or Reversed Finding of Child Abuse Neglect by Parents
  - a. None
  - b. Avoided Protective Order or Removal of Children
  - c. Avoided or Reversed Admin or Judicial Finding Child Abuse or Neglect
  - d. Avoided Dependency
  - e. Terminated Dependency
3. Obtained Transfer for Child from Shelter or Foster Care to Residential Environment
  - a. None
  - b. Obtained Transfer to Parental Home
  - c. Obtained Transfer to Relatives' Home
  - d. Obtained Transfer to Adopted Home
4. Improved Terms of Foster Care Plan
  - a. None
  - b. Obtained a Suitable Performance Agreement
  - c. Improved Terms of Performance Agreement
  - d. Obtained New or Improved Health Care Within Foster Care System
  - e. Obtained New or Improved Mental Health Services Within Foster Care System
  - f. Obtained Independent Living for Foster Care Youth
  - g. Achieved Benefits from The "Road to Independence;" Other Benefits from Current or Former Foster Care Kids; or a Reversal of Cuts in Such Benefits.
  - h. Obtained Other Benefits for Foster Care Youth
5. Compelled Local CPMT to Provide Necessary Services for Juvenile
  - a. None
6. Compelled Other Public Agency to Provide Services for Juvenile Required or Authorized by Law
  - a. None

**EE. Other Juvenile**

1. Obtained Expungement
  - a. None
2. Obtained Significant System-Wide Change in a Juvenile Matter
  - a. None

3. Obtained Other Benefit on a Juvenile Matter
  - a. None
  - b. Accessed State-Held Trust Funds
  - c. Established Power-of-Attorney Concerning Child
4. Obtained Advice and Counsel on a Juvenile Matter
  - a. None
5. Obtained Non-Litigation Advocacy Services on a Juvenile Matter
  - a. None
6. Obtained Assistance with Self-Representation in a Family Matter
  - a. None
  - b. Obtained Assistance with Self-Representation on a Delinquency Matter
  - c. Obtained Assistance with Self-Representation in a Neglected, Abused or Dependent Matter
  - d. Obtained Assistance with Self-Representation in an Emancipation Matter
7. Obtained Referral on a Juvenile Matter
  - a. None
8. Obtained Representation on a Juvenile Matter (No Other Outcome)
  - a. None

## **F. Health**

### **FA. Government Children's Health Insurance Programs**

1. Obtained or Preserved Health Care Benefits for Children
  - a. None
  - b. Obtained or Preserved Enrollment in Government Children's Health Insurance Program
  - c. Obtained or Preserved Enrollment in Other Children's Health Program
  - d. Obtained Health or Medical Services for Children

### **FB. Home and Community Based Care**

1. Obtained, Preserved or Increased Medicaid Waiver to Obtain Community-Based Care
  - a. None
  - b. Obtained Medicaid Waiver to Obtain Community-Based Care
  - c. Preserved Medicaid Waiver to Obtain Community-Based Care
  - d. Increased Medicaid Waiver to Obtain Community-Based Care

### **FC. Long Term Health Care Facilities**

1. Prevented Abuse, Prevented Premature Discharge or Assured Quality Care in Nursing Home or Mental Treatment Facility
  - a. None
  - b. Obtained or Preserved Access to Nursing Home or Long Term Health Care Facility
  - c. Prevented Abuse in Nursing Home or Long Term Health Care Facility
  - d. Prevented Premature Discharge from Nursing Home or Long Term Care Facility
2. Obtained Discharge from Nursing Home, Assisted Living Facility or Mental Treatment Facility
  - a. None
3. Obtained Community Placement from Nursing Home (ACLF)
  - a. None
4. Obtained Long-Term Care Planning
  - a. None
  - b. Clarified Obligation for Nursing Home Costs

**FD. Medicaid**

1. Obtained, Preserved or Increased Medicaid Benefits or Rights
  - a. None
  - b. Obtained Medicaid Benefits
  - c. Preserved Medicaid Benefits
  - d. Reversed Denial of Medicaid Prescription Benefits
  - e. Reversed Denial of Medicaid Private Duty Nursing Hours
2. Resolved Issue of Medicaid Overpayment or Underpayment of Benefits
  - a. None
3. Arranged Health Care by Provider Desired by Medicaid Client
  - a. None
4. Prepared Medicaid Trust
  - a. None
5. Obtained Assistance with Medicaid Planning
  - a. None

**FE. Medicare**

1. Obtained, Preserved or Increased Medicare Benefits or Rights
  - a. None
  - b. Obtained, Preserved or Increased Part B Coverage
  - c. Obtained, Preserved or Increased Part D Coverage
  - d. Obtained, Preserved or Increased Other Coverage
2. Resolved Issue of Medicare Overpayment or Underpayment of Benefits
  - a. None
3. Arranged Health Care by Medicare Client's Desired Provider
  - a. None
4. Obtained Assistance with Meeting the Costs of Medicare Premiums and Deductibles
  - a. None
  - b. Obtained QMB Benefits
  - c. Obtained SLMB Benefits
  - d. Obtained 011 Benefits

**FF. Other Health**

1. Obtained, Preserved or Increased Individual Access to Health Care
  - a. None
  - b. Acquired Free Care Under Hill Burton
  - c. Obtained or Preserved Hospice Services
2. Stopped or Obtained Redress for Harmful Medical Treatment
  - a. None
3. Obtained Other Financial Assistance with Medical Expenses
  - a. None
  - b. Obtained Assistance with Medical Bills
  - c. Obtained Forgiveness of Debt
  - d. Obtained Free Prescriptions
  - e. Obtained or Preserved Durable Medical Equipment
4. Obtained Other Benefit on a Health Matter
  - a. None
  - b. Obtained Occupational Health Care

- c. Improved Working Conditions Under OSHA
- d. Obtained OSHA-Violation Damages
- e. Fined Employer for OSHA Violation
- f. Reduced Client Exposure to Pesticides
- g. Reduced or Eliminated use of Particular Pesticide
- h. Obtained Pesticide Exposure Damages
- i. Fined Employer for Pesticide Violation
- j. Obtained Change of Payee for Medicaid or Medicare Benefits
- 5. Obtained Advice & Counsel on a Health Matter
  - a. None
- 6. Obtained Non-Litigation Advocacy Services on a Health Matter
  - a. None
- 7. Obtained Assistance with Self-Representation in a Health Matter
  - a. None
- 8. Obtained Referral on a Health Matter
  - a. None
- 9. Obtained Representation on a Health Matter (No Other Outcome)
  - a. None

**FG. Private Health Insurance**

- 1. Obtained or Enforced Terms of Health or Disability Insurance
  - a. None
- 2. Obtained Payment on Health Insurance Claim
  - a. None

**FH. State and Local Health**

- 1. Obtained or Preserved State or Local Health Care Services
  - a. None

**G. Housing**

**GA. Federally Subsidized Housing**

- 1. Obtained or Preserved Access to Federally Subsidized Housing
  - a. None
  - b. Prevented Eviction by Negotiating Repayment Plan
  - c. Prevented Eviction Through Chapter 13 Bankruptcy
  - d. Prevented Eviction by Other Means
- 2. Obtained or Preserved Section 8 Voucher
  - a. None
  - b. Obtained Transfer of Section 8 Voucher to New Unit
- 3. Preserved or Increased Supply of Federally Subsidized Housing
  - a. None
- 4. Prevented Eviction from Federally Subsidized Housing
  - a. None
- 5. Enforced Federally Subsidized Housing Mobility
  - a. None

**GB. Homeownership/Real Property (Not Foreclosure)**

- 1. Obtained or Restored Clear Title to Property
  - a. None

2. Obtained Resolution of Property Tax or Fines Issue
  - a. None
  - b. Obtained Waiver or Reduction in Property Taxes or Fines
  - c. Obtained Other Resolution of Property Taxes or Fines
3. Obtained Reduction in Mortgage Cost
  - a. None
  - b. Reduced Mortgage Interest
  - c. Reduced Mortgage Principal
4. Obtained Other Modification in Mortgage
  - a. None
  - b. Voided Mortgage
  - c. Obtained Other Mortgage Modification
5. Obtained Access to Homeownership Financial Assistance Programs
  - a. None
6. Removed or Ejected Unlawful Occupant from Residence
  - a. None

**GC. Housing Discrimination**

1. Overcame or Obtained Redress for Discrimination in Obtaining Housing
  - a. None
  - b. Prevented or Ended or Lessened Race or National Origin Discrimination
  - c. Prevented, Ended or Lessened Sex Discrimination
  - d. Prevented, Ended or Lessened Age Discrimination
  - e. Prevented, Ended or Lessened Family Status Discrimination
  - f. Prevented, Ended or Lessened Disability Discrimination
  - g. Prevented, Ended or Lessened Religious Discrimination
  - h. Prevented, Ended or Lessened LGBT Discrimination
  - i. Prevented, Ended or Lessened Other Illegal Discrimination
2. Obtained Reasonable Accommodation for Disabled Client
  - a. None
3. Avoided Discrimination in Mortgage Financing
  - a. None
4. Avoided Discrimination in Administration of Foreclosure Process
  - a. None
5. Obtained Damages for Discrimination
  - a. None
6. Obtained Landlord Fines for Discrimination
  - a. None

**GD. Mobile Homes**

1. Gained Access to Mobile Home
  - a. None
2. Increased or Preserved Mobile Home Supply
  - a. None
  - b. Avoided Conversion of Mobile Home Park
  - c. Prevented Illegal Mobile Home Zoning Change
3. Avoided Eviction from Mobile Home
  - a. None

- b. Prevented Eviction by Negotiating Repayment Plan
- c. Prevented Eviction Through Chapter 13 Bankruptcy
- d. Prevented Eviction by Other Means
- 4. Prevented Repossession of Mobile Home
  - a. None
- 5. Overcame Illegal Sales Contract or Financing of Mobile Home
  - a. None
- 6. Prevented Rent Increase by Mobile Home Park
  - a. None

**GE. Mortgage Foreclosures (Not predatory Lending/Practices)**

- 1. Avoided Foreclosure or Other Loss of Home
  - a. None
  - b. Avoided Foreclosure Through Court Action
  - c. Avoided Foreclosure Through Negotiation
  - d. Avoided Foreclosure Through Chapter 13 Bankruptcy Filing
  - e. Avoided Foreclosure Through Reinstatement or Modification of Mortgage
- 2. Negotiated Short Sale of Property
  - a. None
- 3. Negotiated Deed in Lieu of Foreclosure
  - a. None
- 4. Avoided Deficiency Judgement
  - a. None
- 5. Avoided Negative Tax Implication of Foreclosure
  - a. None
- 6. Obtained Damages or Award in Foreclosure Matter
  - a. None
- 7. Obtained Compensation for Timely Vacating Foreclosed Property (“Cash for Keys”)
  - a. None

**GF. Mortgage Predatory Lending/Practices**

- 1. Stopped or Prevented Mortgage Predatory Lending Practices
  - a. None
  - b. Prevented “Mortgage Foreclosure Rescue” Scam

**GG. Other Housing**

- 1. Obtained Temporary FEMA Housing
  - a. None
- 2. Cleared Credit Record to Obtain Housing
  - a. None
- 3. Obtained or Preserved Other Access to Housing
  - a. None
- 4. Delayed Eviction or Foreclosure Providing Time to Seek Alternative Housing
  - a. None
  - b. Delayed Federally Subsidized Housing Eviction
  - c. Delayed Private Housing Eviction
  - d. Delayed Migrant Housing Eviction
  - e. Delayed Mobile Home Eviction
  - f. Delayed Foreclosure

5. Obtained Access to Personal Property
  - a. None
6. Obtained Return of Security Deposit
  - a. None
7. Avoided or Obtained Redress for Illegal or Unfair Charges by Landlord
  - a. None
8. Resolved Issue of Overpayment of Rent
  - a. None
  - b. Resolved Overpayment of Rent in Federally Subsidized Housing
  - c. Resolved Overpayment of Rent in Private Housing
  - d. Resolved Overpayment of Rent in Migrant Housing
  - e. Resolved Overpayment of Rent in Mobile Home Park
9. Overcame Denial of Tenant's Rights Under Lease
  - a. None
10. Stopped Prohibited Practice by Landlord
  - a. None
  - b. Ended Lockout
  - c. Ended Utility Shutoff
  - d. Stopped Other Prohibited Practice
11. Obtained Damages from Landlord for Prohibited Practice
  - a. None
12. Enforced Rights to Decent, Habitable Housing
  - a. None
  - b. Obtained Repairs
  - c. Eliminated Mold Contamination
  - d. Obtained Termination of Lease
  - e. Obtained Other Improvements in Housing Conditions
13. Formed Tenants' Group
  - a. None
  - b. Created or Assisted Tenant Group for Federally Subsidized Housing
  - c. Created or Assisted Tenant Group for Migrant Housing
  - d. Created or Assisted Tenant Group for Mobile Homes
14. Obtained Housing Counseling
  - a. None
15. Obtained Housing Search Assistance
  - a. None
16. Obtained Advice and Counsel on a Housing Matter
  - a. None
17. Obtained Non-Litigation Advocacy Services on a Housing Matter
  - a. None
18. Obtained Assistance with Self Representation in a Housing Matter
  - a. None
19. Obtained Referral on a Housing Matter
  - a. None
  - b. Referred Fair Housing Complaint to HUD, DOJ or FHAP
  - c. Referred to Foreclosure Prevention Service

20. Obtained Other Benefit on a Housing Matter
  - a. None
21. Obtained Representation on a Housing Matter (No Other Outcome)
  - a. None

**GH. Private Landlord/Tenant**

1. Gained Access to Private Rental Housing
  - a. None
2. Created or Preserved Supply of Private Rental Housing
  - a. None
  - b. Obtained Private Agency Funding
  - c. Preserved Migrant Housing Created or
  - d. Created or Preserved Supply of Other Private Rental Housing
3. Prevented Eviction from Private Housing
  - a. None
  - b. Prevented Eviction by Negotiating Repayment Plan
  - c. Prevented Eviction Through Chapter 13 Bankruptcy
  - d. Prevented Eviction by Negotiating Move-Out Date
  - e. Prevented Eviction by Other Means
4. Prevented Tenant Eviction in Foreclosure Action
  - a. None
5. Evicted or Ejected Tenant or Housemate
  - a. None
6. Avoided or Reduced Tenant Monetary Assessments
  - a. None
  - b. Obtained Reduction in Rent or Back Rent
  - c. Avoided or Reduced Late Fees
  - d. Avoided or Reduced Other Monetary Liability
7. Resolved Housing Code Violations
  - a. None

**GI. Public Housing**

1. Obtained or Preserved Access to Public Housing
  - a. None
  - b. Obtained Admission to Public Housing
  - c. Maintained Eligibility for Public Housing
  - d. Obtained Desired Transfer of Public Housing
2. Preserved or Expanded Supply of Public Housing
  - a. None
  - b. Avoided Conversion of Public Housing
  - c. Prevented Illegal Public Housing Zoning Change
3. Prevented Eviction from Public Housing
  - a. None
  - b. Prevented Eviction by Negotiating Repayment Plan
  - c. Prevented Eviction Through Chapter 13 Bankruptcy
  - d. Prevented Eviction by Other Means
4. Prevented Denial of Public Housing Tenant's Rights
  - a. None



## **H. Income Maintenance**

### **HA. Food Stamps**

1. Obtained, Preserved or Increased Food Stamps Eligibility or Right
  - a. None
2. Corrected Food Stamps Overpayment or Underpayment
  - a. None
  - b. Waived Food Stamps Overpayment
  - c. Obtained Payment Plan for Food Stamps Overpayment
3. Redressed Food Stamps Sanctions or Fraud Referral
  - a. None

### **HB. Other Income Maintenance**

1. Obtained, Preserved or Increased Workers Compensation Benefit or Right
  - a. None
2. Corrected Workers Compensation Overpayment or Underpayment
  - a. None
3. Redressed Workers Compensation Sanctions or Fraud Referral
  - a. None
4. Obtained or Preserved Retirement Benefits
  - a. None
  - b. Obtained or Preserved Private Retirement Benefits
  - c. Obtained or Preserved Public Retirement Benefits
5. Obtained, Preserved or Increased Black Lung Benefits or Rights
  - a. None
6. Obtained or Increased FEMA Benefits
  - a. None
7. Obtained Assistance with Business Start or Development
  - a. None
8. Obtained Advice and Counsel on an Income Maintenance Matter
  - a. None
9. Obtained Non-Litigation Advocacy Services on an Income Maintenance Matter
  - a. None
10. Obtained Assistance with Self-Representation in an Income Maintenance Matter
  - a. None
11. Obtained Referral on an Income Maintenance Matter
  - a. None
12. Obtained Representation in an Income Maintenance Matter (No Other Outcome)
  - a. None

### **HC. Social Security (Not SSDI)**

1. Obtained, Preserved or Increased Social Security Benefit or Right (Not SSDI)
  - a. None
  - b. Obtained, Preserved or Increased Social Security Retirement Benefit or Right
  - c. Obtained, Preserved or Increased Social Security Survivors' Benefit or Right
2. Corrected Social Security Overpayment or Underpayment
  - a. None
  - b. Waived Social Security Overpayment
  - c. Obtained Payment Plan for Social Security Overpayment

**HD. SSDI**

1. Obtained, Preserved or Increased SSDI Benefit or Right
  - a. None
  - b. Acquired SSDI Benefit or Right
  - c. Increased Existing SSDI Benefit
  - d. Preserved SSDI Benefit or Right
2. Corrected SSDI Overpayment or Underpayment Issue
  - a. None
  - b. Waived SSDI Overpayment
  - c. Obtained Payment Plan for SSDI Overpayment
3. Redressed SSDI Fraud
  - a. None

**HE. SSI**

1. Obtained, Preserved or Increased SSI Benefit or Right
  - a. None
  - b. Acquired SSI Benefit or Right
  - c. Increased Existing SSI Benefit
  - d. Preserved SSI Benefit or Right
2. Corrected SSI Overpayment or Underpayment
  - a. None
  - b. Waived SSI Overpayment
  - c. Obtained Payment Plan for SSI Overpayment
3. Redressed SSI Fraud
  - a. None

**HF. State and Local Income Maintenance**

1. Obtained, Preserved or Increased Child Care Benefits
  - a. None
2. Obtained LIHEAP or Utility Assistance
  - a. None
3. Obtained Placement in Workfare or Jobs Program
  - a. None
4. Obtained Transportation Assistance
  - a. None
5. Overcame Denial of Emergency Assistance By DSS
  - a. None
6. Overcame Illegal or Unfair Application of Welfare Work Requirement
  - a. None
7. Avoided Wrongful Placement or Term of Training
  - a. None

**HG. TANF**

1. Obtained, Preserved or Increased TANF or Other Public Income Support
  - a. None
  - b. Obtained, Preserved or Increased TCA Benefits
  - c. Obtained, Preserved or Increased Wages Benefits
  - d. Obtained, Preserved or Increased WTP Benefits
  - e. Obtained, Preserved or Increased Other Public Assistance Support

2. Corrected TANF Overpayment or Underpayment Issue
  - a. None
  - b. Waived TANF Overpayment
  - c. Obtained Payment Plan for TANF Overpayment
3. Remedied TANF Sanctions or Fraud Referral
  - a. None
4. Enhanced Welfare-To-Work Transition
  - a. None
  - b. Tailored Job Participation to Client's Desires
  - c. Obtained Training or Education Assistance
  - d. Tailored Education Participation to Client's Desires

#### **HH. Unemployment Compensation**

1. Obtained, Preserved or Increased Unemployment Insurance Benefits or Rights
  - a. None
2. Corrected Unemployment Compensation Overpayment or Underpayment
  - a. None
  - b. Waived Unemployment Compensation Overpayment
  - c. Obtained Payment Plan for Unemployment Compensation Overpayment
3. Redressed Unemployment Compensation Sanctions or Fraud Referral
  - a. None

#### **HI. Veterans Benefits**

1. Obtained, Preserved or Increased Veterans Benefits or Rights
  - a. None
2. Obtained Compensation for Veteran's Service-Connected Disability
  - a. None
3. Obtained Pension for Veteran's Non-Service Connected Disability
  - a. None
4. Obtained Veteran's Medical Benefits
  - a. None
5. Obtained Veteran's Education or Training
  - a. None
6. Obtained Veteran's Re-Employment
  - a. None
7. Improved Veteran's Discharge Status
  - a. None
  - b. Obtained Military Discharge Records
  - c. Obtained Change or Upgrade In Discharge Status
  - d. Successful Appeal of Discharge Status to Discharge Review Board
8. Corrected Veteran's Benefits Overpayment or Underpayment
  - a. None
  - b. Waived Veterans Benefits Overpayment
  - c. Obtained Payment Plan for Veterans Benefits Overpayment
9. Redressed Veteran's Benefits Sanctions or Fraud Referral
  - a. None

## MICHIGAN ADVOCACY PROJECT, OUTCOMES – APRIL 2018<sup>3</sup>

1. Advice/brief service will permit client to resolve the case
2. Insufficient resources to fully represent or assist client
3. Enforced rights against predatory lending
4. Obtained federal bankruptcy protection
5. Stopped/reduced debt collection, garnishment, repossession
6. Overcame UDAP including enforced contract & warranty rights
7. Prevented utility shut off or restored utility service
8. Unsuccessful in achieving client goal in a consumer matter
9. Improved child's access to education
10. Unsuccessful in achieving client goal in a education matter
11. Enforced wage claim
12. Protected client against employment discrimination
13. Enforced other employment rights (non-wages)
14. Unsuccessful in achieving client goal in employment matter
15. Obtained tax benefits/prevented tax consequences
16. Employment status/rights clarified or improved
17. Obtained a divorce, custody and child support for a dv victim
18. Obtained/maintained custody and/or parenting time
19. Obtained divorce, legal separation, or annulment
20. Obtained/preserved PPO/other protective order for DV victim
21. Maintained/improved family economic stability
22. Reunited/maintained parent/child relationship in guardianship case
23. Unsuccessful in achieving client goal in domestic matter
24. Obtained Delegation of Parental Powers (POA) to protect child
25. Obtained a Medical POA/living will/health proxy
26. Prevented nursing home eviction
27. Obtained/Maintained or increased Medicaid/Medicare coverage
28. Obtained access to health insurance
29. Unsuccessful in achieving client goal in health matter
30. Prevented eviction/threat to possession (non-subsidized housing)
31. Prevented eviction/threat to possession (subsidized housing)
32. Avoided mortgage or property tax foreclosure or other loss of home
33. Obtained reduction in property taxes
34. Obtained time to find alternate housing for evicted client
35. Obtained/enforced tenant's right to repairs
36. Enforced other tenant rights (under lease, state, & local law)
37. Regained or protected possession in a lock out case
38. Restored/prevented utility shut off by landlord
39. Preserved right to possession in land contract or mobile home
40. Assisted client in gaining admission to housing
41. Unsuccessful in achieving client goal in housing matter
42. Successfully transferred property right

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3 The MAP outcomes measures were developed in 2005 and in addition to being used on all MAP cases have been used by all Michigan programs for several statewide collaborative projects. The MAP outcomes are tied to the LSC CSR system and permit advocates to record an outcome on every closed case. The outcomes are also available at <http://ncforaj.org/wp-content/uploads/2018/05/MAP-outcomes-4-18-1.docx>.

43. Client/family obtained/maintained/increased benefits
44. Unsuccessful in achieving client goal in income maintenance matter
45. Immigration status clarified or improved
46. Obtained U.S. Citizenship
47. Enforced rights for an immigrant crime victim
48. Enforced rights for a disabled individual
49. Enforced/Protected individual rights
50. Unsuccessful in achieving client goal in individual rights matter
51. Enforced rights for a juvenile immigrant
52. VAWA petition
53. U-Visa
54. Obtained a Will
55. Successfully defended a Tort action
56. Obtained driver's license restoration
57. Obtained expungement of criminal record
58. Obtained Financial POA
59. Nonprofit received legal assistance/representation
60. Unsuccessful in achieving client goal in a miscellaneous matter

# NATIONAL CENTER FOR ACCESS TO JUSTICE & COLUMBIA LAW SCHOOL HUMAN RIGHTS INSTITUTE, RECOMMENDED ACCESS TO JUSTICE INDICATORS FOR IMPLEMENTATION OF GOAL 16<sup>4</sup>

## A. Disability

### AA. Community Integration

1. Require all programs, especially those funded by Medicaid, to develop validated outcome measures to capture the externalities and intangible costs of failing to provide integrated settings. These could include measures of lack of socialization, use of psychotropics, lack of employment, and repeated stays in hospitals or jails/prisons. (These measures would inform the true costs of institutional settings, delaying care until hospitalization or jail, and denial of care by insurers or providers.)

### AB. Survey

1. In past 12 months, have you had a dispute with health provider due to a [disability/your primary language]?
2. In past 12 months, have you experienced difficulty [receiving appropriate health care/accessing a court/entering a government office/using public transportation/entering a police station/accessing a jail or prison/entering a store/using a public restroom/entering your home] because of a [physical disability]?
3. In past 12 months, have you been unable to [receive appropriate health care/access a court/enter a government office/use public transportation/enter a police station/access a jail or prison/enter a store/use a public restroom/enter your home] because of a [physical disability]?
4. In past 12 months, have you experienced difficulty [receiving appropriate health care/accessing a court/entering a government office/using public transportation/entering a police station/accessing a jail or prison/entering a store/using a public restroom/entering your home] because of a [mental disability]?
5. In past 12 months, have you been unable to [receive appropriate health care/access a court/enter a government office/use public transportation/enter a police station/access a jail or prison/enter a store/use a public restroom/enter your home] because of a [mental disability]?
6. In past 12 months, have you experienced difficulty [receiving appropriate health care/accessing a court/entering a government office/using public transportation/entering a police station/accessing a jail or prison/entering a store/using a public restroom/entering your home] because of a [vision, hearing, or speech disability]?
7. In past 12 months, have you been unable to [receive appropriate health care/access a court/enter a government office/use public transportation/enter a police station/access a jail or prison/enter a store/use a public restroom/enter your home] because of a [vision, hearing, or speech disability]?
8. In past 12 months, have you experienced difficulty [receiving appropriate health care/accessing a court/entering a government office/using public transportation/entering a police station/accessing a jail or prison/entering a store/using a public restroom/entering your home] because of a [language barrier]?
9. In past 12 months, have you been unable to [receive appropriate health care/access a court/enter a government office/use public transportation/enter a police station/access a jail or prison/enter a store/use a public restroom/enter your home] because of a [language barrier]?

### AC. Courts (civil and criminal)

1. Requests as well as provision/denial/removal of reasonable accommodations in court proceedings

### AD. Social Security (Tracking)

1. Number of Number of claimants who die before receiving needed benefits and accompanying wait times
2. Number of applications filed before an individual is determined eligible

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4 On September 16, 2016, the National Center for Access to Justice and Columbia Law School Human Rights Institute convened access to justice experts from the academic and nonprofit communities for a consultation with U.S. government officials to recommend measures to guide data collection for tracking the implementation of Goal 16 of the United Nations 2030 Agenda for Sustainable Development. The measures collected here are not necessarily in use today, but they can be used to guide data collection for promoting access to justice. The full collection is available at <http://ncforaj.org/wp-content/uploads/2016/12/Written-Submissions-Rev.-12.1.16-final-correct.pdf>.

## **B. Disaster Response**

### **BA. Impact of civil legal assistance on disaster victims**

1. The amount of recovery dollars obtained and the period of time before completion of program processing

### **BB. Legal Assistance**

1. # of people who used the assistance of the following types:
  - a. None
  - b. Web
  - c. Informational forms
  - d. Caseworkers
  - e. Nonprofits
  - f. Lawyers

## **C. Employment/Labor**

### **CA. Indicators for Wage Theft and Health & Safety Justice**

1. Whether or not the contact turns into a bona fide complaint.
2. Any disposition of the claims or referrals made to outside resources, including back pay recovered (not simply assessed) and from whom
3. Liquidated damages recovered
4. Collect and report publicly on audits and investigations conducted by the WHD and SOL, and the extent of any back wage recoveries, details on orders to comply, etc.
5. Report on the number and type of WHD and OSHA matters referred to the SOL or DOJ or other government agency for litigation or prosecution, including all Brigade to Justice referrals to private counsel, and dispositions of those referrals.
6. The number of SOL filings made in WHD cases and all settlements and recoveries in those cases.
7. An evaluation of each hot goods proceeding, by industry and by region, including all resulting monetary recoveries.
8. The number of u-visa certifications, from which area of the country or referrals made to other agencies, and the results of those referrals. For each u-visa request, document information as to whether the worker(s) were represented by outside counsel or other worker advocate.
9. The number of retaliation complaints or inquiries made to the WHD and any referrals or action taken on those complaints or queries. The number of whistleblower cases filed under OSHA 11 C as well as the number of cases where there are merit findings and number resolved by settlement.

## **D. Family Law and Matrimonial Matters**

### **DA. Pro Bono Contribution to Achieving Access to Justice**

1. Money awards per client
2. Client income at intake vs. income at conclusion of case

### **DB. Litigant Trust in Justice System**

1. Low-income litigants' trust of the courts (accounting for gender and status as victims of domestic violence)
2. Low-income litigants' belief that the process is fair and is likely to lead to a fair outcome (accounting for gender and status as victims of domestic violence)

## **E. Finance and Consumer Protection (Includes Credit Card Debt, Home Foreclosure)**

### **EA. Proposals to evaluate access to counsel provided by legal aid programs**

1. Collect data on number of legal problems that actively pursue attorneys' fees in consumer representation and the amount that was collected
2. Collect data on the amount of *cy pres* money legal aid programs received from consumer class action cases

**EB. Proposals to evaluate access to counsel provided by law schools**

1. Collect data on the number of cases clinic students represent consumers in debt cases.
2. Collect data on attorneys' fees collected by consumer clinics and *cy pres* received as a result of consumer class actions.

**EC. Proposals to enhance courts' statistical reporting and measure access to counsel**

1. Report outcome categories for represented and self-represented parties
2. Update number and type of outcome categories to better reflect disposition, e.g., is a dismissal with prejudice, or without prejudice? Did the dismissal occur before service of process? Does it represent a settlement or other agreement regarding the case?
3. Update reporting categories of cases to reflect practical distinctions in case types, e.g., separate categories for reporting of commercial and consumer debt collection.

**ED. Proposals to measure access to information**

1. Assess accessibility of information to language minorities whether written or available on-site, e.g., translators, trained court-personnel, etc.

**F. Gender-Based Violence**

**FA. Domestic Violence and the Community**

1. Follow-up contact with victims and ongoing contact with victims and their families
2. Exit interviews with victims

**FB. Domestic Violence and the Courts**

1. Quantitative data on
  - a. Number of continuances
  - b. Percentage of dismissals
  - c. Whether the judge grants child-related relief, child support, and/or maintenance with orders of protection
  - d. Whether the judge orders removal of firearms/weapons
2. Qualitative data on
  - a. Reasons for dismissal
  - b. Reasons for granting orders

**G. Healthcare**

**GA. Improving access to justice in the field of health care**

1. Data on whether providing formerly incarcerated individuals with access to medical, behavioral health, and social services contributes to a reduction in crime/recidivism
2. Data on the percent of patients who are referred to civil legal aid services by a health care professional/organization and in turn are subsequently administered a legal screening.
3. Data concerning the average amount of financial benefit that has an associated monetary value and is received by a patient as a result of a legal intervention
4. Data concerning the total dollars recovered by a health care organization from Medicaid and medicare as a result of a legal intervention on behalf of a patient.

**GB. Legal aid and health-related social return on investment**

1. Recording patient retroactive payments and inferring the typical Medicaid expenditure using Centers for Medicare and Medicaid Services actuarial tables (based on category and year of Medicaid enrollment), the past and future monetary value of Medicaid enrollment cases can be estimated.

**GC. Legal aid descriptive and analytic health research studies**

1. Self-reported health histories to collect association of legal issues and their health problems



## **H. Housing**

### **HA. Material well-being**

1. Homes saved
2. Social security, unemployment, and other government benefits secured or protected from loss
3. Employment secured or protected from loss

### **HB. Physical well-being**

1. Improved living conditions
2. Various forms of abuse halted
3. Physical health protected or advanced through access to health care
4. Protection from environmental hazards

### **HC. Social well-being**

1. Families kept together by retaining child custody
2. Divorces secured
3. Special education and other education benefits obtained

### **HD. Tracking numbers around evictions and foreclosures**

1. How many receive judgements for/against them
2. How many tenants/homeowners are represented by counsel
3. How many landlords/banks are represented
4. How many tenants/homeowners are receiving assistance through limited legal access programs short of full counsel

### **HE. Access to Justice for persons experiencing homelessness**

1. Days spent in pre- and post-trial detention
2. Bail denied because of lack of permanent address
3. Amount of fees and fines imposed
4. Probation denied because of lack of permanent address
5. Violations of probation due to lack of permanent address

### **HF. Services for homeless families or youth**

1. Numbers and outcomes of disputes
2. Whether families/youth are represented by counsel
3. In how many removal cases is inadequate housing one of the reasons given
4. Numbers of cases where families are represented by counsel

## **I. Immigration**

### **IA. Represented vs. Unrepresented Reasons for Case Disposal (%)**

1. A removal order
2. Termination upon finding that the respondent was a U.S. citizen
3. Termination upon a finding that the respondent is otherwise not removable
4. A grant of relief based upon a finding of potential persecution if returned
5. A grant of relief on non-persecution grounds
6. Administrative closure
7. Grant of voluntary departure

## **IB. Other Access to Justice Indicators**

1. Detention rates
2. Average bond amounts
3. % detained immigrants placed in removal proceedings outside the immigration court having jurisdiction over their place of residence

## **J. Public Benefits**

### **JA. Indicators of Fairness within the Administrative Hearings/Appeals Process**

1. How many claimants are represented in administrative adjudications
2. Impact of representation on claimant outcomes
3. Availability and impact on outcomes of pro se materials and assistance on both procedural and substantive issues

## **K. Veterans and Service Members**

### **KA. Veteran Indicators**

1. Percent of patients screened for health-harming legal needs in a given population;
2. Percent of patients with at least one health-harming legal need who are treated/addressed by the healthcare organization;
3. Percent of patients who are referred to civil legal aid services and receive a legal screening/intake;
4. Average financial benefit received by a MLP patient-client; and
5. Estimated financial benefit received by the MLP healthcare partner organization.

### **KB. Additional metrics to help legal services providers serving veterans measure needs and success in specific legal areas**

1. The number of Veterans whose housing is stabilized because of eviction prevention and other housing advocacy;
2. The number of older and disabled veterans whose receipt of a VA pension has increased income and access to homecare;
3. The number of veterans who, because of a discharge upgrade, have improved access to service-connected disability compensation, healthcare, education assistance, pension, life insurance, housing loans, or employment assistance;
4. Number of veterans whose access to healthcare is improved through representation in Medicaid and Medicare matters; and
5. The number of veterans whose income is increased due to: receipt of public benefits, including Social Security and VA benefits; downward modification of child support payments; and addressed consumer debt issues.

## **L. Broader Approaches to Measuring Access to Justice & Developing Indicators**

### **LA. Indicators for Basic Human Needs Civil Cases**

1. How frequently is counsel actually provided?
2. How frequently do litigants waive or fail to invoke their right to counsel?
3. What effect does the appointment of counsel have on case outcomes as compared to cases where the litigants receive either limited assistance (such as a help desk, hotline, or easy-to-use forms) or no assistance at all?
4. How frequently and/or quickly do represented litigants achieving successful case outcomes return to court on the same matter when compared to litigants without representation?

**LB. National Level Proposed Indicators**

1. Number of beneficiaries served by recipients of capacity building activities, who have received targeted training in the last 12 months.
2. Percentage of recipients of capacity-building activities who report using the skills/knowledge gained from the trainings at least 6 months after training completion.
3. Increases in annual revenue/budget of the institution receiving capacity strengthening/organizational strengthening support

**LC. Global Proposed Alternative Indicators to Goal 16.3**

1. Proportion of those who have experienced a dispute in the past 12 months who have accessed a formal, informal, alternative or traditional dispute resolution mechanism and who feel the process was just.
2. Percentage of people who voice confidence in the judicial system

**LD. Self-Represented Access**

1. Collect Data on Frequency of Right to Counsel Appointments
2. Collect Data on Quality of Right to Counsel Representation
3. Collect Data on Frequency of Discretionary Appointments of Counsel

**I. NON-FINANCIAL BENEFITS**

**A. Consumer/Finance**

1. Obtained federal bankruptcy protection
2. Stopped or reduced debt collection activity
3. Averted repossession
4. Avoided or reduced deficiency judgements
5. Avoided, ended or reduced garnishment or levy
6. Overcame unfair or illegal sales contracts
7. Enforced sales contracts and/or warranties
8. Obtained or preserved credit
9. Resolved credit reporting errors
10. Overcame fraudulent sales practice
11. Avoided or delayed utility termination, or secured utility services
12. Obtained waiver or reduction of utility arrearage (including phone)
13. Obtained advice & counsel on a Consumer matter
14. Obtained non-litigation advocacy services on a Consumer matter
15. Obtained referral on a Consumer matter
16. Obtained other benefit on a Consumer matter
17. Overcame Predatory Lending Practices
18. Obtained insurance benefits (other than health or disability)
19. Obtained protection from financial abuse (by non-family member)
20. Submitted complaint to regulatory agency
21. Provided full representation in a Consumer matter, but no legal benefit achieved for the client

**B. Education**

1. Avoided or delayed or reduced length of suspension
2. Avoided or delayed expulsion
3. Overcame barrier to enrollment in school
4. Avoided inappropriate special education classification
5. Obtained individualized educational program and/or appropriate services consistent with the special education law
6. Obtained correction of school records
7. Obtained advice & counsel on an Education matter
8. Obtained non-litigation advocacy services on an Education matter
9. Obtained referral on an Education matter
10. Obtained other benefit on an Education matter
11. Obtained reversal of illegal suspension/expulsion from school
12. Obtained court order compelling DOE to provide services or information
13. Provided full representation in an Education matter, but no legal benefit achieved for the client

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5 New York State Interest on Lawyer Account Fund (“IOLA”) developed their outcome measures with the assistance of Ken Smith at the Resource for Great Programs. These measures are one section of their Grantee Activity Report (“GAR”) and are organized into 11 subject areas (Housing, Education, Family, Immigration, Income Maintenance, etc.) with each subject area having 15-25 outcomes. The entire GAR is available online at IOLA Fund of the State of New York, Grantees, IOLA Annual Reporting Tool & Instructions, <https://www.iola.org/grantees/index.html>.

## **C. Employment**

1. Overcame, or obtained redress, job discrimination
2. Obtained wages and/or back pay due
3. Avoided, or obtained redress for, wrongful discharge
4. Delayed discharge
5. Obtained, preserved or increased employment benefit (e.g., pension)
6. Obtained job training
7. Resolved on-the-job issue (e.g. safety or grievance procedures)
8. Obtained advice & counsel on an Employment matter
9. Obtained non-litigation advocacy services on an Employment matter
10. Obtained referral on an Employment matter
11. Obtained other benefit on an Employment matter
12. Received assistance and Monitoring of Complaint to recover back pay filed with state or federal agency
13. Received assistance with small claims case to recover back pay
14. Obtained judgement for wages or pack pay due (unable to collect)
15. Provided full representation in an Employment matter, but no legal benefit achieved for the client

## **D. Family**

1. Obtained or maintained custody of children
2. Obtained or preserved right to visitation
3. Obtained a divorce, separation or annulment
4. Obtained assistance in securing separation or property settlement agreement
5. Obtained assigned divorce counsel
6. Obtained guardianship or adoption for dependent child
7. Avoided protective order/removal of children
8. Avoided termination of parental rights
9. Avoided or reversed administrative/judicial finding of child abuse/neglect
10. Established paternity for child
11. Obtained protection from domestic violence
12. Obtained, preserved, or increased child support
13. Obtained downward modification of child support
14. Obtained, preserved, or increased spousal support
15. Obtained downward modification of spousal support
16. Obtained foster care services
17. Improved terms of foster care plan
18. Obtained family reunification
19. Obtained advice & counsel on a Family matter
20. Obtained non-litigation advocacy services on a Family matter
21. Obtained referral on a Family matter
22. Obtained other benefit on a Family matter
23. Obtained assistance in enforcing separation/property settlement agreement
24. Obtained guardianship or conservatorship
25. Prevented guardianship or conservatorship
26. Obtained equitable distribution of marital property
27. Obtained protection from elder abuse or neglect
28. Obtained advice and counsel on guardianship and/or power of atty
29. Provided full representation in a Family matter, but no legal benefit achieved for the client

## **E. Juvenile**

1. Obtained benefits of emancipation
2. Obtained advice & counsel on a Juvenile matter
3. Obtained non-litigation advocacy services on a juvenile matter
4. Obtained referral on a Juvenile matter
5. Obtained other benefit on a Juvenile matter
6. Obtained benefits in a PINS case
7. Compelled local CPS or ACS to provide necessary services
8. Provided full representation in a Juvenile [matter], but no legal benefit achieved for the client

## **F. Health**

1. Obtained, preserved or increased Medicare benefits/rights/services
2. Obtained, preserved or increased Medicaid benefits/rights/services
3. Obtained, preserved or increased individual access to health care
4. Prevented abuse or premature discharge, or assured quality care, in nursing home, assisted living facility or mental treatment facility
5. Obtained discharge from nursing home, assisted living facility or mental treatment facility
6. Stopped, or obtained redress for, harmful medical treatment
7. Obtained, or enforced terms of, health, long-term care or disability insurance
8. Obtained advice & counsel on a Health matter
9. Obtained non-litigation advocacy services on a Health matter
10. Obtained referral on a Health matter
11. Obtained other benefit on a Health matter
12. Obtained assistance with Medicaid planning
13. Obtained long-term care planning
14. Obtained other financial assistance on a medical bill
15. Obtained, preserved or increased assistive technology devices/services
16. Obtained investigation of abuse and neglect in institutional setting
17. Provided full representation in a Health matter, but no legal benefit achieved for the client

## **G. Housing**

1. Prevented eviction from public housing
2. Prevented eviction from private housing
3. Delayed eviction providing time to seek alternative housing
4. Obtained access to housing
5. Avoided or delayed foreclosure or other loss of home
6. Prevented denial of public housing tenant's rights
7. Avoided or obtained redress for charges by landlord
8. Overcame denial of tenant's rights under lease
9. Obtained repairs, improved housing conditions or otherwise enforced rights to decent, habitable housing
10. Preserved or restored access to personal property
11. Obtained clear title to property
12. Overcame, or obtained redress for, discrimination in obtaining housing
13. Obtained assistance in development/renovation of affordable housing
14. Obtained advice & counsel on a Housing matter
15. Obtained non-litigation advocacy services on a Housing matter
16. Obtained referral on a Housing matter

17. Obtained other benefit on a Housing matter
18. Prevented eviction from subsidized housing
19. Obtained, preserved or increased rights of manufactured home owner
20. Obtained, preserved or increased rights of home purchaser through a land sale contract
21. Provided full representation in a Housing matter, but no legal benefit achieved for the client

## **H. Income Maintenance**

1. Obtained, preserved or increased public assistance, TANF or other welfare benefit/right
2. Overcame denial of emergency assistance
3. Overcame illegal or unfair application of welfare work requirement
4. Avoided wrongful placement or term of training
5. Obtained, preserved or increased Black Lung benefits/rights
6. Obtained, preserved or increased food stamps eligibility/right
7. Obtained, preserved or increased SSI benefit/right
8. Obtained, preserved or increased SSD benefit/right
9. Obtained, preserved or increased unemployment insurance benefits/rights
10. Obtained, preserved or increased Veterans benefits/rights
11. Obtained assistance with business start/development
12. Obtained advice & counsel on an Income Maintenance matter
13. Obtained non-litigation advocacy services on an Income Maintenance Matter
14. Obtained referral on an Income Maintenance matter
15. Obtained other benefit on an Income Maintenance matter
16. Obtained, preserved or increased workers compensation benefit/right
17. Obtained, preserved or increased income through a pooled trust
18. Provided full representation in an Income Maintenance matter, but no legal benefit achieved for the client

## **I. Individual Rights (Disability, Other)**

1. Obtained or preserved or improved rights of disabled persons
2. Obtained or preserved or improved rights of institutionalized persons
3. Obtained, preserved or improved access to public facilities/accommodations
4. Obtained advice & counsel on an Individual Rights matter
5. Obtained non-litigation advocacy services on an Individual Rights matter
6. Obtained referral on an Individual Rights matter
7. Secured appropriate treatment plans in institutional setting
8. Obtained, preserved or increased community residential & support services
9. Obtained, preserved or increased vocational/rehabilitation training services
10. Obtained, preserved or advanced employment for disabled person
11. Obtained, preserved or improved housing for disabled person
12. Obtained tort relief under civil rights claim
13. Obtained relief or redress from constitutional violation
14. Obtained administrative relief from misconduct
15. Provided full representation in an Individual Rights matter, but no legal benefit achieved for the client

## **J. Immigration**

1. Terminated or administratively closed EOIR proceeding, regardless of whether immigrant had been detained (regardless of whether obtaining other legal relief at the same time)
2. Obtained release from ICE custody (without obtaining other legal relief at the same time)

3. Obtained cancellation of removal, LPR and Non-LPR (record VAWA cancellation in 10.h)
4. Immigrant obtained citizenship
5. Immigrant obtained persecution based relief (asylum, withholding, CAT)
6. Obtained adjustment of legal status: family based relief
7. Obtained adjustment of legal status: asylee or refugee based relief
8. Obtained adjustment of legal status: VAWA based relief (e.g., U Visa, T Visa, VAWA self petition, VAWA Cancellation)
9. Obtained adjustment of legal status: Special Immigrant Juvenile
10. Obtained adjustment of legal status: country specific humanitarian relief (e.g., Haitian Relief, NACARA)
11. Obtained adjustment of legal status: Other (e.g., employment based)
12. Obtained employment authorization (without obtaining other legal relief, including non-immigrant status, at the same time)
13. Obtained other immigration benefit (e.g., replaced or renewed green card, renewed or extended non-immigrant status)
14. Obtained non-immigrant status: TPS
15. Obtained non-immigrant status: DACA and DAPA
16. Obtained non-immigrant status: U Visa and T Visa
17. Obtained non-immigrant status: VAWA self petition
18. Obtained non-immigrant status: Other
19. Obtained Family Court declaration that undocumented minor is abused, neglected or abandoned (initial step for adjustment of legal status based on Special Immigrant Juvenile)
20. Obtained advice & counsel on an Immigration matter
21. Obtained non-litigation advocacy services on an Immigration matter
22. Obtained referral on an Immigration matter
23. Provided full immigration screening and identified no available immigration relief
24. Provided full representation in an Immigration matter, but no legal benefit achieved for the client

## **K. Miscellaneous Benefits**

1. Obtained a will
2. Avoided or reduced tort liability or judgement
3. Obtained name change
4. Solved a tax problem
5. Obtained a living will and/or health proxy or power of attorney
6. Overcame taking of or restriction to a driver's license
7. Obtained representation in affirmative litigation
8. Obtained representation in defensive litigation
9. Settled estate
10. Client withdrew or benefit unknown
11. Obtained advice & counsel on a Miscellaneous matter
12. Obtained non-litigation advocacy services on a Miscellaneous matter
13. Obtained referral on a Miscellaneous matter
14. Obtained benefit – none of the above – specify below:
15. Obtained other benefit on Miscellaneous matter
16. Obtained advice & counsel with tax issue
17. Obtained advice and counsel on wills, estate or life planning matters
18. Assisted client with collection of a judgment
19. Corrected criminal history records



## II. FINANCIAL BENEFITS

### A. Direct Dollar Benefits to Clients

- AA. Social Security, SSI
- AB. Other Federal Benefits (TANF, Food Stamps, etc.)
- AC. Unemployment compensation
- AD. Family Law
  - 1. Child Support
  - 2. Maintenance/Spousal Support
  - 3. Equitable Distribution of Assets
- AE. Affirmative landlord/tenant judgements (back rent, etc.)
- AF. Affirmative employment judgements
- AG. Affirmative consumer judgements
- AH. Other (e.g., insurance settlements, pension benefits, housing allowances)
  - 1. Specify:

### B. Dollar Savings to Clients

- BA. Consumer/Finance Matters
  - 1. Bankruptcy
  - 2. Garnishment or levy
  - 3. Other consumer or tax matters
- BB. Family Law Matters
  - 1. Child Support
  - 2. Spousal Support
  - 3. Other family matters
- BC. Housing Law Matters
  - IA. Landlord/tenant
  - IB. Foreclosure
  - IC. Other housing matters
- BD. Health/Disability Matters
  - 1. Medicare
  - 2. Medicaid
  - 3. Home Health Care & Other Medical Services
  - 4. Other health matters
- BE. Income Maintenance Matters
  - 1. Public Assistance
  - 2. Food stamps
  - 3. SSI/SSD
  - 4. Other income maintenance matters
- BF. Other – Specify:
  - 1. Filing Fee Waivers (e.g., Immigration)
  - 2. Court Filing Fee Waivers (e.g., divorce, bankruptcy)
  - 3. Tuition and Education Fees Waived or Avoided

**A. Advanced Directives**

1. Adoption of foster care children

**B. Cash Value of Legal Settlements**

1. Obtain cash settlement

**C. Consumer Law**

1. Negotiate reductions in debt to affordable levels

**D. Entitlements Law**

1. Enroll in food stamps
2. Enroll in S.S.I/S.S.D.
3. Enroll in public assistance
4. Enroll in Medicaid

**E. Family Law**

1. Acquisition of health insurance by court order
2. Receive court-ordered child support
3. Obtain court-ordered custody and visitation arrangements
4. Adoption of foster care children

**F. Family Law (including orders of protection)**

1. Acquisition of health insurance by court order
2. Receive court-ordered child support
3. Obtain court-ordered custody and visitation arrangements
4. Adoption of foster care children
5. Obtain order of protection

**G. Housing Law**

1. Avoid homelessness

**H. Immigration Law**

1. Attain legal status

**I. Medicaid/Medicare Law**

1. Enroll in government-provided health insurance

**J. Order of Protection**

1. Receive order of protection

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6 The Robin Hood Foundation employs a distinctive approach to measuring outcomes. It asks for reporting on the activities performed by lawyers and the favorable or unfavorable legal decisions obtained. Robin Hood assigns dollar values to those outcomes based on their cash value (e.g. maintenance of an entitlement) or their anticipated health impact (e.g. prevention of homelessness) for the client. Where possible, those estimates are based on underlying studies in which researchers relied on randomized control trial methodology. The entire set of metrics can be found at [https://robinhoodorg-production.s3.amazonaws.com/uploads/2017/04/Metrics-Equations-for-Website\\_Sept-2014.pdf](https://robinhoodorg-production.s3.amazonaws.com/uploads/2017/04/Metrics-Equations-for-Website_Sept-2014.pdf).

## **K. Entitlements Benefits**

1. Receive food stamps
2. Receive S.S.I./S.S.D.
3. Receive public assistance
4. Enroll in government-provided health insurance (Medicaid or Medicare)

## **L. Housing**

1. Person or family placed in one-bedroom subsidized housing unit
2. Person or family placed in three-bedroom subsidized housing unit
3. Person or family placed in four-bedroom subsidized housing unit
4. Victim of domestic violence placed in crisis housing
5. Person or family placed in efficiency apartment
6. Placement in transitional apartment

## **M. Tax Filing**

1. Obtain refund for new filer
2. Obtain refund for sporadic tax filer
3. Obtain refund for filing previous year's tax returns

# SHRIVER HOUSING PILOT PROJECTS, EVALUATION OF THE SARGENT SHRIVER CIVIL RIGHT TO COUNSEL ACT (AB590)<sup>7</sup>

## I. LITIGANTS' PARTICIPATION IN THE JUSTICE SYSTEM

### A. Did litigants file a legal response to the UD Complaint?

1. Answer/Response submitted
2. Default entered
3. Other

### B. Were litigants more likely to raise affirmative defenses?

1. Affirmative defense raised
  - a. Habitability
  - b. Tenant paid for repairs
  - c. Timely tender refused
  - d. Plaintiff waived, charged, or cancelled notice
  - e. Retaliatory eviction
  - f. Discrimination
  - g. Rent control violation
  - h. Plaintiff accepted rent
  - i. Plaintiff committed acts of domestic violence
  - j. Estoppel
  - k. Defective notice
  - l. No reasonable ADA accommodation
  - m. Negotiations in other Language, Agreement in English
  - n. Other
  - o. None

## II. COURT EFFICIENCY

### A. How were cases resolved? Were there more settlements?

1. Stipulation or settlement
2. Trial
3. Dismissal
4. Default

### B. Were cases resolved faster?

1. Case Length (in days)

## III. CASE OUTCOMES

### A. Were more tenants able to remain in their homes? If they had to move out, did they receive more time to do so?

1. Possession awarded to
  - a. Landlord
  - b. Tenant
  - c. Unknown (Dismissals)
2. Days to Move Out

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<sup>7</sup> These outcomes were developed to evaluate the California Right to Counsel pilot project. NPC Research worked with the Judicial Council to formulate a database that would capture legislative mandates. The case outcomes here are one component of this database. The entire evaluation report is available at <http://www.courts.ca.gov/documents/lr-2017-JC-Shriver-civil-right-to-counsel.pdf>.

**B. Were there differences in other case outcomes that support tenants' ability to rent in the future, such as monetary awards, financial obligations, and credit protection?**

**BA. Monetary Awards to Plaintiff**

1. Past due rent
2. Holdover damages
3. Attorney fees
4. Costs
5. Security deposit
6. Other

**BB. Money Awarded to Defendant**

1. Defendant costs and fees
2. Repairs
3. Statutory damages
4. Relocation costs
5. Attorney fees
6. Return deposit
7. Other

**BC. Amount Ordered Paid by Defendant Relative to Amount Demanded**

1. No payment
2. Dismissed payment
3. Reduced payment
4. Full payment
5. Additional payment

**BD. Financial Outcomes**

1. Temporary Stay of Eviction
2. Relocation costs
3. Repayment plan
4. Return security deposit
5. Any positive financial outcome

**BE. Credit Outcomes**

1. Not reported to credit agencies
2. Neutral credit references
3. Record sealed
4. Any positive credit outcome

## I. MAIN BENEFITS

### A. Conservatorship

1. Obtained or preserved conservatorship
2. Prevented or ended conservatorship
3. Obtained protection from abuse or neglect in conservatorship context
4. Obtained other benefit in a conservatorship matter

### B. Consumer/Finance

1. Obtained federal bankruptcy protection
2. Prevented repossession, prevented or reduced deficiency judgements (secured or unsecured, not housing)
3. Ended or reduced debt collection or wage garnishment and enforcement of fair debt collection
4. Obtained relief from fraudulent sales practices or unlawful, unfair or deceptive acts or practices
5. Enforced sales contracts and/or warranties including breach of contract
6. Obtained or preserved credit, or resolved credit reporting errors
7. Prevented or delayed utility termination, or obtained utility services
8. Resolved issues related to identity theft
9. Obtained protection from financial abuse
10. Obtained reasonable and affordable loan
11. Obtained other consumer benefit

### C. Disability Rights

1. Obtained, preserved or improved rights of institutionalized persons
2. Obtained, preserved or improved access to public facilities/accommodations
3. Obtained, preserved or improved access to government services/accommodations
4. Obtained, preserved or increased community residential & support services
5. Obtained other benefits (or rights) for person with disabilities

### D. Education

1. Prevented, reduced or reversed suspension or expulsion
2. Obtained enrollment in school
3. Obtained, improved or increased special education services, i.e., individualized education program (IEP) and individual family services plan (IFSP) or other appropriate services or placements consistent with law
4. Obtained, improved or increased accommodations or other services under Section 504 or the ADA
5. Obtained, improved or increased access to post-secondary education or reduced barriers to post-secondary education
6. Obtained, increased or improved other education-related benefits or rights

### E. Employment

1. Obtained unpaid wages due
2. Overcame or obtained relief from job discrimination, harassment, and/or retaliation and/or other adverse employment action
3. Improved employer's compliance with employment law and best practices

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8 The State Bar of California Legal Services Trust Fund Program coordinated a multi-year series of discussions among most agencies doing work in different case types to develop outcomes for full service representation. The list here represents the 2018 outcomes measures. The entire California Evaluation and Main Benefits Handbook for 2018 is available at <http://ncforaj.org/wp-content/uploads/2018/05/Handbook-2017-August-Version-2017-08-31slc.docx>

4. Overcame or obtained relief from health and safety violation
5. Obtained, preserved, enforced worker's rights under collective bargaining when union not advocating for member
6. Removed disability-related barriers to employment
7. Obtained other benefits in employment matter

## **F. Family/Domestic Violence**

1. Obtained or preserved custody of child(ren)
2. Obtained, preserved or increased visitation rights
3. Obtained protection from abuse or neglect
4. Obtained a divorce, separation, or annulment
5. Obtained, preserved, or increased child support
6. Obtained, preserved or increased household income and assets
7. Obtained downward modification of child support
8. Established parentage for a child
9. Obtained other benefit in a family law matter
10. Obtained a temporary restraining order or reissuance of a TRO under the DVPA
11. Obtained other services and benefits to protect from abuse or neglect
12. Prevented issuance or Obtained Termination of Protective Order (Family)
13. Obtained a restraining order after-hearing or renewal order under the DVPA

## **G. Guardianship**

1. Obtained or preserved guardianship
2. Obtained, preserved or increased visitation rights
3. Prevented or ended guardianship
4. Obtained protection from abuse or neglect in a guardianship context

## **H. Health and Long-Term Care**

1. Obtained or preserved eligibility under publicly funded health insurance
2. Obtained or preserved coverage under private insurance
3. Increased access to health insurance
4. Obtained or preserved eligibility for long-term care services
5. Increased access to long-term care services
6. Obtained protection from abuse and neglect in a Health and Long-term Care context
7. Obtained other benefit on a health matter

## **I. Housing**

1. Prevented loss of current housing
2. Negotiated or facilitated move out to provide "soft landing"
3. Obtained or preserved access to housing
4. Prevented, ended or obtained relief from unfair or illegal behavior, or otherwise enforced rights or obtained remedies related to housing
5. Enforced rights to safe and habitable housing
6. Obtained, preserved, enforced rights of a landlord over a tenant
7. Obtained relief from foreclosure or property scam
8. Resolved property title dispute
9. Obtained other housing benefit

## **J. Immigration**

1. Prevented deportation
2. Obtained citizenship
3. Obtained asylum (withholding of removal, convention against torture)
4. Obtained release from immigration custody
5. Obtained lawful permanent residency
6. Obtained employment authorization
7. Obtained legal status or quasi-legal status
8. Obtained other immigration benefit

## **K. Income Maintenance**

1. Obtained, preserved, or increased foster care, Kin-GAP, or AAP (adoption assistance benefits) to which entitled
2. Obtained, preserved, or increased veterans or military benefits to which entitled
3. Obtained, preserved, or increased disability or age related benefits to which entitled
4. Obtained, preserved, or increased benefits to relieve hunger
5. Obtained, preserved, or increased benefits to help people maintain economic self-sufficiency
6. Obtained, preserved, or increased crime victim's compensation to benefit
7. Obtained, preserved, or increased other income maintenance benefits to which entitled

## **L. Juvenile**

1. Obtained adoption
2. Obtained emancipation
3. Preserved or reunified family, including obtained or preserved parental rights
4. Obtained or maintained juvenile's independence from system involvement
5. Obtained name change, birth certificate (Miscellaneous)
6. Obtained, preserved, increased stability for youth involved in foster and juvenile justice system
7. Obtained other services or benefits for juvenile

## **M. Miscellaneous Benefits**

1. Preserved or strengthened nonprofit infrastructure or expanded its capacity
2. Empowered community to advocate on own behalf
3. Preserved or strengthened community through (other) community development
4. Obtained, preserved, increased affordable housing
5. Removed barriers that impact employment, benefits, housing and self-sufficiency
6. Obtained or increased tax benefit or prevented or reduced tax liability
7. Obtained name change, birth certificate or gender change
8. Obtained a living will, advance health care directive, health proxy and/or power of attorney
9. Obtained a will
10. Obtained, preserved or increased civil rights of indigent people
11. Obtained, preserved or increased Indian/Tribal rights of indigent people
12. Obtained, preserved or increased prisoner rights
13. Avoided or reduced tort liability or judgement
14. Protected rights of victim in the criminal justice system
15. Obtained protection from civil harassment and/or stalking
16. Obtained protection from elder or dependent adult abuse



## **N. Access to Justice (Optional)**

1. Accessed client's rights to the justice system
2. Avoided need for litigation
3. Set legal precedent
4. Clarified or changed policy of government agency or improved agency's provision of services or appeals processes
5. Assisted client with finding an attorney to represent him/her

## **II. ECONOMIC BENEFITS**

### **A. Consumer & Bankruptcy**

#### **AA. Bankruptcy**

1. Amount received for creditors
2. Monthly benefits obtained – do not annualize
3. Amount of debt discharged
4. Monthly cost savings and payment reductions

#### **AB. Debt Collection, Garnishment or Levy**

1. Amount of any cash settlement or judgement
2. Monthly benefits obtained – do not annualize
3. Amount of debt avoided; amount of garnishment or levy prevented
4. Amount of monthly garnishment prevented, if total amount is not eliminated

#### **AC. Unfair, Deceptive Practices, Warranties or Contracts**

1. Amount of any cash settlement or judgement
2. Monthly benefits obtained – do not annualize
3. Amount of contract enforced or prevented
4. Monthly cost savings and payment reductions

### **B. Employment**

#### **BA. Includes individual recovery as well as recovery for broader groups, such as through FLSA collective actions, PGA, or through class action**

1. Judgement or settlement in wage and hour matter, discrimination or any other employment matter
2. Reinstatement in an employment matter based on monthly salary
3. Reduction or elimination of claimed amounts
4. Monthly cost savings and payment reductions

### **C. Family**

#### **CA. Child Support/Spousal Support**

1. Client receives an order for monthly dollar amount for child or spousal support over a specific period of time.
2. Client receives an order for monthly dollar amount for spousal support, no time duration defined

### **D. Health and Long-Term Care**

#### **DA. Eligibility and coverage for medical services and care**

1. Amount of recovery from insurance
2. Monthly benefits obtained – do not annualize
3. Amount of debt discharged
4. Monthly cost savings and payment reductions

## **DB. IHSS**

1. Back awards & lump-sum settlement
2. Monthly benefits obtained – do not annualize
3. Reduction or elimination of claimed amounts
4. Monthly cost savings and payment reductions

## **E. Housing**

### **EA. Landlord/Tenant**

1. Amount of any cash settlement or judgement, including moving expenses or return of disputed (or undisputed) security deposit. If agreement or judgement allows tenant to stay in home for a number of months with a waiver or reduction in rent, then include calculation that is based on length of time multiplied by amount of rent
2. Value of retaining voucher or other housing subsidy.
3. Value of waiver or reduction of rent due

### **EB. Foreclosure**

1. Amount of any cash settlement or judgement, including moving expenses. If agreement or judgement allows tenant of foreclosed home to stay in home for a number of months with a waiver or reduction in (future) rent, then include calculation that is based on length of time multiplied by rental value
2. Monthly benefits obtained – do not annualize
3. Amount of any case settlement or judgement for liability under existing lease and/or back rent waived.
4. Monthly cost savings and payment reductions

### **EC. Other (includes Affordable Housing, Discrimination)**

1. Back awards & lump-sum settlement
2. Monthly benefits obtained – do not annualize
3. Reduction or elimination of claimed amounts
4. Monthly cost savings and payment reductions

## **F. Income Maintenance**

### **FA. Disability or age-related Benefit (includes SSI/SSDI/SDI, CAPI, workers compensation and retirement benefits)**

1. Lump sum or retroactive recovery
2. Monthly benefit amount won or retained
3. Claimed overpayment is reduced or waived
4. Monthly cost savings and payment reductions

### **FB. Maintain Economic Self-sufficiency (includes general relief, CalWorks, unemployment, homeless assistance, family leave and pension. Also includes SSA Child Benefits)**

1. Lump sum or retroactive recovery; include value of services (eg, the tuition value of a training program)
2. Monthly benefit amount
3. Claimed overpayment, such as UIB or GA overpayment, is reduced or waived
4. Monthly cost savings and payment reductions

### **FC. Foster Care (Includes Kin-GAP, AAP, AFDC, ARC and other sources of FC)**

1. Lump sum or retroactive recovery
2. Monthly benefit amount
3. Claimed overpayment is reduced or waived
4. Monthly cost savings and payment reductions

**FD. Relieve Hunger (includes CalFresh and WIC)**

1. Lump sum or retroactive recovery
2. Monthly benefit amount
3. Claimed overpayment is reduced or waived
4. Monthly cost savings and payment reductions

**FE. Veteran's Benefits**

1. Retroactive recovery
2. Monthly benefit amount
3. Claimed overpayment is reduced or waived
4. Monthly cost savings and payment reductions

**FF. Other Income Maintenance (e.g. victim's compensation)**

1. Back awards & lump-sum settlement
2. Monthly benefits obtained – do not annualize
3. Reduction or elimination of claimed amounts
4. Monthly cost savings and payment reductions

**G. Miscellaneous**

**GA. Federal or State Tax Liability**

1. Back awards & lump-sum settlement
2. Monthly benefits obtained – do not annualize
3. Liability reduced
4. Monthly cost savings and payment reductions

**H. Other Judgements, Settlements & Awards**

1. Back awards & lump-sum settlement
2. Monthly benefits obtained – do not annualize
3. Reduction or elimination of claimed amounts
4. Monthly cost savings and payment reductions

**I. GOAL I: SOLVE CRITICAL LEGAL NEEDS**

**A. Housing Safety & Accessibility**

1. Reduce unsafe housing
2. Protect access to housing
3. Enforce tenant & applicant rights to admission

**B. Health Care & Benefits**

1. Obtain and protect eligibility for government-funded health care programs
2. Enforce provision of dental services to children eligible for Medicaid
3. Obtain and maintain government benefits for which clients are eligible
4. Remove barriers to employment

**C. Personal and Family Stability**

1. Protect personal safety
2. Obtain divorce, support, custody, in significant cases such as:
  - a. Achieves another legal priority goal
  - b. Involves domestic violence
  - c. DCSE not involved or available
  - d. Initial petition or client's order challenged
  - e. Attorney on the other side
3. Protect educational rights of children
4. Protect parental rights
5. Provide advance planning documents

**D. Consumer Income & Assets**

1. Protect client income, assets and rights

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<sup>9</sup> As part of its Strategic Planning process, Virginia Legal Aid recently developed this set of outcome measures. The entire plan is available at <http://ncforaj.org/wp-content/uploads/2018/05/VLAS-Strategic-Plan-2018-2022-1.docx>

## APPENDIX 3:

<b>APPENDIX 3: SOURCES PERTINENT TO TRACKING OUTCOMES</b> .....	<a href="#"><u>A-62</u></a>
I. Unlock the Potential of Outcomes Data Today.....	<a href="#"><u>A-62</u></a>
II. Pursue Solutions to Harder Challenges in Tracking Outcomes.....	<a href="#"><u>A-64</u></a>
III. Preserve the Integrity of Outcomes Data at all Times.....	<a href="#"><u>A-65</u></a>
IV. Additional Sources of Guidance on Using Data to Track Outcomes.....	<a href="#"><u>A-66</u></a>
V. Databases and other sources and analytics tools for supporting civil legal aid outcomes research Virginia Legal Aid Society .....	<a href="#"><u>A-67</u></a>

# RESOURCES PERTINENT TO TRACKING OUTCOMES

## LITERATURE

### I. UNLOCK THE POTENTIAL OF OUTCOMES DATA TODAY

#### A. Use existing outcomes data more effectively

Civil legal aid reports that rely on outcomes data:

1. The Resource for Great Programs, [Economic Impacts of Civil Legal Aid Organizations Funded in Part by the Florida Bar Foundation](#) (Nov. 4, 2016).
2. Todd Gabe, Maine's Justice Action Group, [Economic Impact of Civil Legal Aid Services in Maine](#) (Nov. 1, 2016).
3. Kenneth A. Smith & Kelly Thayer, The Resource for Great Programs, Inc., [Economic Impact of Civil Legal Aid Organizations in Tennessee: Civil Justice for Low-Income People Produces Ripple Effects that Benefit Every Segment of the Community](#) (March 2015).
4. Community Services Analysis LLC, [Legal Aid of Sonoma County Social Return on Investment Analysis for the Year Ended December 31, 2013](#) (Feb. 27, 2015).
5. North Carolina Equal Access to Justice Commission, [108% Return on Investment: The Economic Impact to the State of North Carolina of Civil Legal Services in 2012](#) (Jan. 2014).
6. Community Services Analysis LLC, [Alabama Legal Aid Social Return on Investment Analysis](#). (2014).
7. Community Services Analysis LLC, [New Mexico Civil Legal Services Programs Social Return on Investment Summary](#). (2014).
8. Ken Smith, Kelly Thayer, & Kathy Garwold, The Resource for Great Programs, Inc., [An Assessment of the Economic and Societal Impacts of Three Legal Services Programs Funded by the Marin Community Foundation 2009 to 2012](#) (Sept. 12, 2013).
9. Community Services Analysis LLC, [Arizona Legal Aid Services Social Return on Investment Analysis](#) (Jan. 28, 2013).
10. Iowa Legal Aid, [The Economic Impact of Iowa Legal Aid](#) (Jan. 22, 2013).
11. Kenneth A. Smith & Andrew J. Brewer, The Resource for Great Programs, Inc., [Economic Impacts of Civil Legal Aid Organizations in Virginia: Civil Justice for Low-Income People Produces Ripple Effects That Benefit Every Segment of the Community](#) (Sept. 16, 2011).
12. Ken Smith, Barbara Finkelstein, and Christopher O'Malley, [Economic Impacts of Legal Aid: Civil Justice for Low-Income People Creates Ripple Effects That Benefit Every Segment of the Communities We Serve](#), Management Information Exchange Journal (Fall 2011).
13. Manuel Pastor, Justin Scoggins, Jennifer Tran, & Rhonda Ortiz, University of Southern California, [The Economic Benefits of Immigrant Authorization in California](#) (Jan. 2010).

Other studies of outcomes data:

1. NPC Research, [Evaluation of the Sargent Shriver Civil Counsel Act \(AB590\) Custody Pilot Projects](#) (July 2017).
2. Sarah Sternberg Greene, Parina Patel, & Katharine M. Porter, [Cracking the Code: An Empirical Analysis of Consumer Bankruptcy Outcomes](#), 101 Minn. L. Rev. 1031 (2017).
3. Mary A. Kernic, U.S. Department of Justice, [Impact of Legal Representation on Child Custody Decisions among Families with a History of Intimate Partner Violence Study](#) (May 2015).

4. Pennsylvania Interest on Lawyers Trust Account Board, [A Report on Pennsylvania's Access to Justice Act, FY 2004 – 2011](#) (May 2012).
5. Stout Risius Ross, Inc., [The Financial Cost and Benefits of Establishing a Right to Counsel in Eviction Proceedings under Intro 214-A](#) (Mar. 16, 2016).
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2. Nancy Smith and Charity Hope, Vera Institute of Justice, [Cultivating Evaluation Capacity: A guide for Programs Addressing Sexual and Domestic Violence](#) (Jan. 2015).
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### **C. Combine outcomes with “big data” and other data sets**

1. White House, Executive Office of the President, [Big Data: Seizing Opportunities, Preserving Values](#) (May 2014).
2. Legal Services Corporation, Legal Services National Technology Assistance Project, [Tech Library](#).
3. Laura Quinn, Idealware, [Visualizing Your Data Through Dashboards](#), Legal Services National Technology Assistance Project (November 2014).
3. United States Census Bureau, [Trainings & Workshops](#).
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5. Sharon Machlis, [Chart and Image Gallery: 30+ Free Tools for Data Visualization and Analysis](#), ComputerWorld (Aug. 1, 2016).
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### **D. Build communication between funders and providers**

1. Jeffrey Kosbie, [Donor Preferences and the Crisis in Public Interest Law](#), 57 Santa Clara L. Rev. 43 (2017).

## **II. PURSUE SOLUTIONS TO HARDER CHALLENGES IN TRACKING OUTCOMES**

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1. Maryland Access to Justice Commission, [Economic Impact of Civil Legal Services in Maryland](#) (Jan. 1, 2013).

### **B. Secure feedback on outcomes**

1. National Legal Aid & Defender Organization, [Incorporating Client Perspectives into Indigent Defense Research: A Guide for Practitioners](#) (Jan. 2018).
2. Martin D. Abravanel, The Urban Institute, [Surveying Clients About Outcomes](#) (2003).

### **C. Partner with courts to improve outcomes data**

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2. New York City Office of Civil Justice, [2016 Annual Report](#) (June 2016).
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6. Alisha Jarwala, Harvard Civil Rights-Civil Liberties Law Review, [Disaggregation is not Segregation: Why Breaking Down Racial Classifications Helps Vulnerable Communities](#) (Feb. 14, 2018).
7. Annie E. Casey Foundation, [By the Numbers: Using Disaggregated Data to Inform Policies, Practices, and Decision-Making](#) (2016).



#### **D. Support holistic service by tracking outcomes**

1. Rhode Island Legal Services, [Evaluation of the First Two Years of the Holistic Legal Assistance Network \(HLAN\) Project](#) (2015).
2. Jack Tsai, Darlene Jenkins, & Ellen Lawton, [Civil Legal Services and Medical Legal Partnerships Needed by the Homeless Population: A National Survey](#), 107 No. 3 Am. J. of Pub. Health 398 (2017).
3. Cynthia G. Lee, Brian J. Ostrom, & Matthew Kleiman, [The Measure of Good Lawyering: Evaluating Holistic Defense in Practice](#), 78 Alb. L. Rev. 1215 (2015).
4. Ellen Lawton & Elizabeth Tobin Tyler, [Optimizing the Health Impacts of Civil Legal Aid Interventions: The Public Health Framework of Medical-Legal Partnerships](#), 97 No. 7 Rhode Island Med. J. 23 (2013).

### **III. PRESERVE THE INTEGRITY OF OUTCOMES DATA AT ALL TIMES**

#### **A. Improve the integrity of outcomes data**

1. Rachel J. Perry, Strategic Data Analytics, LLC., [Data Integrity: The Untapped Treasure of Legal Service Data](#), 28 No. 2 Mgmt. Info. Exchange J. 22 (2014).

#### **B. Manage the challenge of proving causation (includes examples of randomized control trials in civil legal aid settings)**

1. D. James Greiner & Andrea Matthews, [Randomized Control Trials in the United States Legal Profession](#), 12 Ann. Rev. of Law. and Soc. Sci. 295 (2015).
2. Lois R. Lupica, Dalie' Jimenez, D. James Greiner, & Rebecca L. Sandefur, [Improving the Lives of Individuals in Financial Distress Using a Randomized Control Trial: A Research and Clinical Approach](#), 21 Geo. J. on Poverty L. & Pol'y 449 (2013).
3. D. James Greiner, Cassandra Wolos Pattanayak, and Jonathan P. Hennessy, [The Limits of Unbundled Legal Assistance: A Randomized Study in a Massachusetts District Court and Prospects for the Future](#), 126 Harv. L. Rev. 901 (2013).
4. D. James Greiner & Cassandra Wolos Pattanayak, [Randomized Evaluation in Legal Assistance: What Difference Does Representation \(Offer and Actual Use\) Make?](#), 121 No. 8 Yale L. Journal 2118 (2012).
5. D. James Greiner, Cassandra Wolos Pattanayak, & Jonathan P. Hennessy, [How Effective are Limited Legal Assistance Programs? A Randomized Experiment in a Massachusetts Housing Court](#) (Sept. 1, 2012).
6. April Faith-Slaker, [A2J Evaluation and Research Options](#), The Access to Justice Lab at Harvard Law School (2018).

## IV. ADDITIONAL GUIDANCE ON USING DATA TO TRACK OUTCOMES

### A. Institutional Tools and Reports

1. Legal Services Corporation, [Civil Legal Outcomes Toolkit](#).
2. Mark Erwin & Meg Ledyard, National Legal Aid & Defender Organization, [Increasing Analytics Capacity: A Toolkit for Public Defender Organizations](#) (Oct. 2016).
3. Self-Represented Litigation Network, [SRLN Brief: Research & Data Resources \(SRLN 2015\)](#) (2015).
4. Marea Beeman, National Legal Aid & Defender Organization, [Basic Data Every Defender Program Needs to Track: A Toolkit for Defender Leaders](#) (2014).
5. National Legal Aid & Defender Organization, [LegalAidResearch.org](#).
6. American Bar Association, [Resource Center for Access to Justice Initiatives](#).
7. American Bar Association, [ATJ Assessment Materials](#).
8. Urban Institute, [Outcome Indicators Project](#).
9. National Criminal Justice Association, [BJA Center for Program Evaluation & Performance Measurement](#).
10. International Legal Foundation, [Measuring Justice: Defining and Evaluating Quality for Criminal Legal Aid Providers](#) (Nov. 2016).
11. Open Society Foundations, [Strengthening Pretrial Justice: A Guide to the Effective Use of Indicators](#) (2015).

### B. General Articles

1. Alan W. Houseman, [Civil Legal Aid in the United States: An Update for 2017](#), Consortium for the National Equal Justice Library (Mar. 1, 2018).
2. David Udell, National Center for Access to Justice, [The Civil Legal Aid Movement for Access to Justice in the United States: Reflecting on 2015, Anticipating 2016](#) (Apr. 5, 2016).
3. U.S. Dept. of Justice, National Institute of Justice and Office for Access to Justice with the National Science Foundation, [White House Legal Aid Interagency Roundtable: Civil Legal Aid Research Workshop Report](#) (Feb. 2016).
4. Andrew Davies, [How Do We “Do Data” in Public Defense?](#), 78.3 Alb. L. Rev. 1179 (2015).
5. Alan Houseman & Elisa Minoff, Public Welfare Foundation, [The Anti-Poverty Effects of Civil Legal Aid](#) (Oct. 30, 2014).
6. Laura Abel, National Center for Access to Justice, [Economic Benefits of Civil Legal Aid \(NCAJ\) \(2012\)](#) (Sept. 4, 2012).

## V. DATABASES AND ANALYTICS TOOLS

### A. General

1. Data Analysis Framework, [External Data Sources](#). This site explains how to use American FactFinder, a tool created by the U.S. Census Bureau, to access census and survey data on poverty, race, sex, age, health, language, and other descriptors.
2. [American FactFinder](#), U.S. Census Bureau
3. [Data USA](#). This site, created in 2014 by Deloitte, Datawheel, and the MIT Media Lab, provides interactive visuals on a wide range of national data from different public data sources.
4. National Association of Counties, [NACo County Explorer](#).
5. Community Service Society, [The Unheard Third](#).
6. Foundation Center, [Issue Lab](#).

### B. Crime

1. U.S. Department of Justice, [Uniform Crime Reporting](#). Crime statistics from law enforcement agencies across the nation that have voluntarily participated in the Uniform Crime Reporting (UCR) Program

### C. Public Benefits

1. Social Security Administration, [Outcomes of Applications for Disability Benefits](#).

### D. Language

1. United States Census Bureau, [2011 Language Mapper](#). This is a tool that maps where languages are spoken and levels of proficiency.

### E. Access to Justice

1. National Center for Access to Justice, [The Justice Index](#).

### F. Food Insecurity

1. Feeding America, [Food Insecurity in the United States](#).

### G. Health

1. Centers for Disease Control and Prevention, [Interactive Map of Heart Disease and Stroke](#). Contains maps of heart disease, stroke, social environmental conditions, and health services. Certain data is available by census tract.
2. County Health Rankings, [County Health Rankings & Roadmaps](#). This site provides health outcomes and behaviors, health access, environmental factors, social factors by county.
3. United States Census Bureau, [Small Area Health Insurance Estimates \(SAHIE\) Program](#). Users can download data on health insurance estimates (county level).

### H. Housing

1. The Eviction Lab, [Map & Data](#).
2. Office of Policy Development & Research, U.S. Department of Housing and Urban Development, [Comprehensive Housing Affordability Strategy](#) (CHAS). This site provides data about housing cost burdens and housing conditions.

### I. Ideology

1. Pew Research Center, [Religious Landscape Study](#). This site displays results of a survey of beliefs about religion, political ideology, homosexuality, abortion, government aid to poor, and environmental regulation, broken down by state, region and select metropolitan area (including New York City and Philadelphia).

## **J. Opportunity/wellbeing.**

1. Measure of America, [Mapping the Measure of America](#). This is an interactive mapping tool showing Human Development Index (composite measure of wellbeing and opportunity), including education, life expectancy, race, income. Users can search by state, county, and zip code.
2. Opportunity Nation & Child Trends, [The Opportunity Index](#). This website provides an “opportunity” grade as well as benchmarking data (city vs state vs national) comparing various opportunity, education, economic and community indicators.
3. Annie E. Casey Foundation, [Kids Count Data Center](#).

## **K. Court statistics**

1. National Center for State Courts, [The Court Statistics Project](#).

## **L. Research community**

1. PopUP Justice, [The Scholar Advocacy Matchup \(SAM\)](#).



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AT FORDHAM LAW SCHOOL

150 West 62nd Street  
New York, New York 10023