APPENDIX 3:

APPENDIX 3: SOURCES PERTINENT TO TRACKING OUTCOMES

I. Unlock the Potential of Outcomes Data Today................................................................................. A-62

II. Pursue Solutions to Harder Challenges in Tracking Outcomes.......................................................... A-64

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IV. Additional Sources of Guidance on Using Data to Track Outcomes.................................................. A-66

V. Databases and other sources and analytics tools for supporting civil legal aid outcomes research
   Virginia Legal Aid Society ..................................................................................................................... A-67
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).
7. Community Services Analysis LLC, New Mexico Civil Legal Services Programs Social Return on Investment Summary (2014).
10. Iowa Legal Aid, The Economic Impact of Iowa Legal Aid (Jan. 22, 2013).

Other studies of outcomes data:


**B. Move to “Big Goals” and client-centered measures to report outcomes**


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


2. Legal Services Corporation, Legal Services National Technology Assistance Project, Tech Library.


3. United States Census Bureau, Trainings & Workshops.

4. United States Census Bureau, Which Data Table or Tool Should I Use?


D. Build communication between funders and providers


II. PURSUE SOLUTIONS TO HARDER CHALLENGES IN TRACKING OUTCOMES

A. Track “systemic” outcomes


B. Secure feedback on outcomes


C. Partner with courts to improve outcomes data

1. Shauna Strickland, Scott Graves, Richard Schauffler, Virginia Self-Represented Litigant Study: Outcomes of Civil Cases in General District Court, Juvenile & Domestic Relations Court, and Circuit Court, National Center for State Courts (December 2017).


D. Support holistic service by tracking outcomes


III. PRESERVE THE INTEGRITY OF OUTCOMES DATA AT ALL TIMES

A. Improve the integrity of outcomes data


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

IV. ADDITIONAL GUIDANCE ON USING DATA TO TRACK OUTCOMES

A. Institutional Tools and Reports

1. Legal Services Corporation, Civil Legal Outcomes Toolkit.
8. Urban Institute, Outcome Indicators Project.

B. General Articles

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.
   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

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

L. Research community
   1. PopUP Justice, *The Scholar Advocacy Matchup (SAM)*.