

APPENDIX 3:

APPENDIX 3: SOURCES PERTINENT TO TRACKING OUTCOMES	A-62
I. Unlock the Potential of Outcomes Data Today.....	A-62
II. Pursue Solutions to Harder Challenges in Tracking Outcomes.....	A-64
III. Preserve the Integrity of Outcomes Data at all Times.....	A-65
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

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).
6. Kelly L. Jarvis, Charlene E. Zil, Timothy Ho, Theresa Herrera Allen, Lisa M. Lucas, NPC Research, [Evaluation of the Sargent Shriver Civil Counsel Act \(AB 590\) Probate Pilot Project](#) (July 2017).
7. Jennifer Stave, Peter Markowitz, Tammy Cho, Danny Dubbaneh, Laura Simich, Nina Siulc, & Noelle Smart, Vera Institute of Justice, [Evaluation of the New York Family Unity Project: Assess the Impact of Legal Representation on Family and Community Unity](#) (Nov. 2017).
8. April Kuehnhoff & Cherie Ching, National Consumer Law Center, [Defusing Debt: A survey of Debt-Related Civil Legal Aid Programs in the United States](#) (June 2016).
9. The Council of the City of New York, [New York City Young Women's Initiative Report and Recommendations](#) (May 2016).
10. Transactional Records Access Clearinghouse, [Representation Makes a Fourteen-Fold Difference in Outcome: Immigration Court "Women with Children" Cases](#) (2015).
11. Fund for Modern Courts, [The Intersection of Immigration Status and the New York Family Courts](#) (June 15, 2015).
12. Peter A. Holland, [Junk Justice: A Statistical Analysis of 4,400 Lawsuits Filed by Debt Buyers](#), 26 No. 2 Loy. Consumer L. Rev. 179 (2014).
13. Jessica K. Steinberg, [In Pursuit of Justice? Case Outcomes and the Delivery of Unbundled Legal Services](#), 18 Geo. J. on Poverty L. & Pol'y 453 (2011).
14. Steering Committee of the New York Immigration Study Report, [Accessing Justice: The Availability and Adequacy of Counsel in Removal Proceedings](#), 33 Cardozo L. Rev. 357 (2011).
15. Rebecca L. Sandefur, [The Impact of Counsel: An Analysis of Empirical Evidence](#), 9 No. 1 Seattle J. for Soc. Just. 51 (2010).
16. Judicial Council of California, Center for Families, Children & the Courts, [The Benefits and Costs of Programs to Assist Self-Represented Litigants](#) (May 3, 2009).
17. Jaya Ramji-Nogales, Andrew Schoenholtz & Philip G. Schrag, [Refugee Roulette: Disparities in Asylum Adjudication](#), 60 Stan. L. Rev. 295 (2008).
18. The New York State Unified Court System, [Self-Represented Litigants in the NYC Family Court and NYC Housing Court](#) (Dec. 2005).

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

1. Celinda Lake, Daniel Gotoff, & Dawn Hoffman, [Messaging Civil Legal Aid](#) (Feb. 27, 2017).
2. Nancy Smith and Charity Hope, Vera Institute of Justice, [Cultivating Evaluation Capacity: A guide for Programs Addressing Sexual and Domestic Violence](#) (Jan. 2015).
3. Eugene Fram and Jerry Talley, Nonprofit Quarterly, [Using Imperfect Metrics Well: Tracking Progress and Driving Change](#) (July 24, 2012).
4. Compassion Capital Fund, National Resource Center, [Measuring Outcomes](#) (2010).
5. Gregg G. Van Ryzin & Marianne Engelman Lado, [Evaluating Systems for Delivering Legal Service to the Poor: Conceptual and Methodological Considerations](#), 67 Fordham L. Rev. 2553 (1999).

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](#).
4. United States Census Bureau, [Which Data Table or Tool Should I Use?](#).
5. Sharon Machlis, [Chart and Image Gallery: 30+ Free Tools for Data Visualization and Analysis](#), ComputerWorld (Aug. 1, 2016).
6. Alison Davis-Holland, [Resource: SRLN Launches GIS for Justice Google Group \(SRLN 2016\)](#), SRLN Apr. 19, 2016).

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

A. Track “systemic” outcomes

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

1. Shauna Strickland, Scott Graves, Richard Schaufler, [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).
2. New York City Office of Civil Justice, [2016 Annual Report](#) (June 2016).
3. John Greacen, Greacen Associates, LLC., [Washington State Access to Court Information Project Survey](#) (Nov. 24, 2013).
4. Hon. Paul H. Anderson, National Center for State Courts, [Future Trends in Public Access: Court Information, Privacy, and Technology](#) (2011).
5. Victor Flango & Neal Kauder, U.S. Department of Justice, Office of Justice Programs, [Court Performance Measures in Child Abuse and Neglect Cases: Key Measures](#) (Apr. 2009).
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 \(SAM\)](#).