

## **Evaluating Outcome From Legal Hotlines to Full-Service: Frameworks and Follow-ups**

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- 1) None of our grants require reporting outcomes. Generally our outcomes measurement is for evaluation and strategic planning.
- 2) We are a statewide program that specializes in information, quick advice, and brief service. We try to coordinate our outcomes measurement work with Vermont Legal Aid, a statewide full service program.
- 3) Three principal efforts:
  - a) Telephone survey of former clients;
    - i) Client satisfaction;
      - (1) Satisfied with service;
      - (2) Satisfied with outcome of case;
    - ii) How was advice or information helpful or not helpful;
    - iii) Follow through on advice? Why/why not?
  - b) Survey of eviction outcomes (joint effort of Law Line and Vermont Legal Aid);
    - i) Review of court records;
    - ii) Looking for overall data to help us plan increased services or efforts in this area;
    - iii) Combine this survey with our records on representation and/or advice;
    - iv) Needs follow up because of inconclusiveness of data (Court watch project?)
  - c) Social science study (proposed)
    - i) Survey low income families;
    - ii) Measure overall effect of legal assistance on family;
    - iii) Useful for funding and grants.
- 4) Note that we have not measured success in obtaining client's stated goal. We have never come up with what seemed to be an accurate, objective way of doing this.