

ABA/ NLADA 2004 Equal Justice Conference

Evaluating Outcomes From Legal Hotlines to Full-Service: Frameworks and Follow-Ups

Participants are Gary Dart and Denise Caudill, Norman Janes, Tom Garrett, Cheryl Nolan, and moderator Julia Gordon.

Brief Description: This session will take a roundtable approach to considering a number of critical questions in the area of evaluating outcomes.

Topical Outline:

- I.** After a short introduction by the moderator, each roundtable participant will speak for five minutes about their experiences with trying to evaluate outcomes. That presentation will include: a very brief description of the type of Hotline they manage or whatever else they have to do with this issue; a discussion of their goals in evaluating their program; and any products/findings so far regarding their outcomes.
- II.** Following the initial introductions, the moderator will pose some or all of the following questions to one or more of the participants. Audience questions and comments will also be taken by the moderator during this time.
 - ✓ What is the relationship between the goals of your Hotline program and your outcome measurement efforts?
 - ✓ What are some factors that will differ from program to program when doing outcome measurements (e.g., local courts, client demographics, relationship between Hotline and full representation programs, etc.)?
 - ✓ How do you define outcomes, and do you distinguish between initial, intermediate, and long-term outcomes?
 - ✓ What is the relationship between Hotline outcomes and full representation outcomes, esp. if you are in the same program?
 - ✓ What is your goal in measuring outcomes/what are you using the outcomes for?
 - ✓ How do you assess the client's understanding of the advice received?

- ✓ What do you see as the relationship between outcomes and the quality of the advice delivered by your Hotline?

III. Time reserved for wrap up, any questions that did not fit properly in the previous part of the session, discussion of any strategies for follow-up to this session, etc.