

## 2006 Equal Justice Conference

### WSR 072

**Hotline Outcomes Debate; What Are They? How do you Measure them?  
What do they mean?**

Joan Kleinberg, Director of CLEAR, Northwest Justice Project, Seattle WA,  
[joank@nwjustice.org](mailto:joank@nwjustice.org)

Jan Allen May, Director, AARP Legal Counsel for the Elderly, Washington, D.C.  
[jmay@aarp.org](mailto:jmay@aarp.org)

Erin Kelly McBride, Managing Attorney, Civil Law Unit, Wisconsin Judicare  
Wausau, WI [emcbride@judicare.org](mailto:emcbride@judicare.org)

Shoshanna Ehrlich, Director, AARP Foundation Technical Support for Legal Hotlines Project  
Ft. Lauderdale, FL  
[sehrlich@aarp.org](mailto:sehrlich@aarp.org)

### **Brief Description:**

This session provides an opportunity for panelists and attendees to engage in an open and candid debate about outcome measures in the hotline portion of legal service delivery. The focus of the session is NOT the presentation of results from recent hotline outcome studies. Rather session will be an interactive discussion with the attendees on issues related to outcome measurement and their impact on service delivery.

### **Topical Outline:**

- I. Panelists present their philosophy/experience with defining and measuring outcomes.
- II. Issues for Interactive Discussion on Outcomes:
  - ★ What particular issues does the group wish to raise regarding defining or measuring outcomes?
  - ★ How do the attendees/panelists define an "outcome" in their program?
  - ★ Does your program modify its level of service depending on the perceived ability of the client to follow hotline advice so that a more favorable outcome is likely?
  - ★ Has your program adjusted its allocation of resources based on results from client outcome studies?
  - ★ Has your program measured outcomes? If so, have the results caused your program to change any procedures or services?
  - ★ How do you measure outcomes when the client reasonably decided not to follow the advice?

- ★ Is it appropriate to measure outcomes at the hotline level of service? What is the objective of measuring outcomes?
- ★ Do programs have grants or funds with particular outcome measurement requirements? How are these requirements handled?
- ★ How can the ultimate outcome for the client be measured? How do we balance the cost of measuring the outcome with the value of determining client outcomes?
- ★ How do you measure outcomes that are satisfied with the phone advice such as client peace of mind, knowledge of options?