

Directions for completing this form: Place the title of your workshop in the space indicated, followed by the name and contact information for each of the presenters. Provide a brief description of your workshop by placing the cursor on the line below “Brief Description” and commence typing. To complete the “Topical Outline”, place cursor next to each Roman numeral and begin typing. Then place the cursor next to the “a.” to begin listing sub-topics. To list more than one sub-topic, push “Enter” and “b.” should appear on the next line, and so on. Place the cursor on the line under “Notes” to begin providing your notes. To list bibliographic information, place the cursor next to “1.” and start typing. Push “Enter” to move on to “2.” and etc.

ABA / NLADA 2010 Equal Justice Conference

**Evaluation and Innovations:
How One Program Used Project Evaluation to Improve and
Expand Resources**

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Brief Description:

Increasingly, funders require grant recipients to document the outcomes they're achieving for clients. Here a case study of an innovative Ontario project serving self-represented litigants will show why and how specific evaluation methods can be chosen that not only satisfy the funder but produce useful insights about a project's success.

Topical Outline:

- I. **Introduction (15 Minutes):** Ken Smith, President, *The Resource for Great Programs, Inc.*
 - a. Purpose & overview of the session
 - b. Who's here? (Polling the audience to determine roles in civil justice programs and interests in evaluation. Introduction of presenters)
 - c. Ice-breaker and warm-up exercise

- II. **Presentations and Interactive Discussion (60 Minutes)**
 - a. **Yonit Fuhrmann**, Deputy Director, *Pro Bono Law Ontario* (15 minutes):
Overview of PBLO's *Law Help Ontario* self-help center for self-

represented litigants in the Superior Court of Justice in Toronto. Purpose and design of the evaluation that was performed in 2009. How PBLO is applying the findings and recommendations of the evaluation for improving outcomes for stakeholders and expanding resources for the program.

- b. **Ken Smith**, President, *The Resource for Great Programs, Inc.* (15 minutes): Overview of evaluation methods applied by *The Resource* for developing useful insights about the performance of civil justice programs across North America that provide a wide range of services, including direct delivery of legal assistance, systemic advocacy, self-help assistance and state and national support. How methods were selected to address the specific circumstances and objectives of the *Law Help Ontario* project.
- c. **Interactive Discussion with the Audience** (facilitated by Ken Smith -- 30 minutes): How are you using program or project evaluation in your back-home role? What especially interesting or useful insights did you get from the PBLO/Law Help Ontario case study regarding design and implementation of an evaluation of a civil justice program or project that you are involved with? What benefits were realized from the evaluation in this case study that might be applicable to situations faced by members of the audience?

III. Wrap-Up (15 Minutes)

- a. Final insights from the audience
- b. Resources for further exploration of program and project evaluation in civil justice programs

Notes:

N/A

Bibliography & Website Links:

1. Bibliography

- a. "Evaluation of Law Help Ontario as a Model for Assisting Self-Represented Litigants in the Ontario Superior Court of Justice in Toronto;" *The Resource for Great Programs, Inc.*, November 8, 2009.
- b. "Program Evaluation as a Tool for Equal Justice," Ken Smith, *Dialogue*, The American Bar Association Division of Legal Services, Spring 2004, page 8.
- c. "Outcome Measurement: An Integral Part of an Effective Statewide Legal Services System," by Ken Smith and Lorna Blake, *Dialogue*, The American Bar Association Division of Legal Services, Summer 2000, page 1.
- d. "Program-Owned Evaluation: Four Recent Evaluations Show That Much Can Be Done at Low Cost," *Increasing Access*, the Newsletter of *The Resource for Great Programs, Inc.*, Fall 2003.

- e. "Evaluation from a Funder's Point of View," Judy Garlow, MIE Journal, Spring 2003

2. Website links

- a. **Evaluation Toolkit** -- Twelve "program-owned" evaluation tools (2005) posted on website of the Legal Aid Association of California at http://www.calegaladvocates.org/library/folder.72474-Evaluation_Toolkit
- b. **Program Assessment** -- Resources posted on the website of The Resource for Great Programs, Inc. at <http://www.greatprograms.org/IOLTA/program%20assessment%20main%20page.htm>
- c. **Program Evaluation** -- Resources posted on Management Information Exchange website (search on "evaluation") -- www.m-i-e.org
- d. **Program Evaluation** -- Resources posted on NLADA website at www.NLADA.org (search on "evaluation").