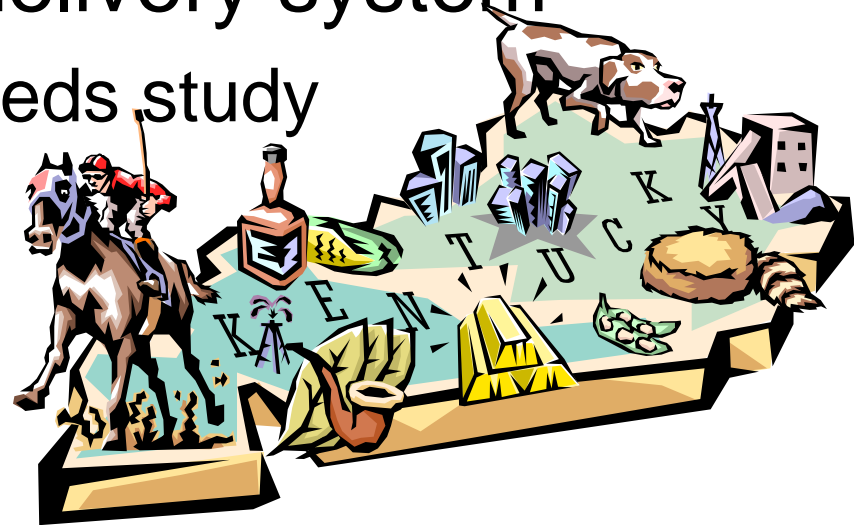


# The Kentucky Experience

- Why?
- Starting point for change
- Opportunities for collaboration
- Listening builds credibility
- Supply side = service delivery system
  - Demand side = legal needs study



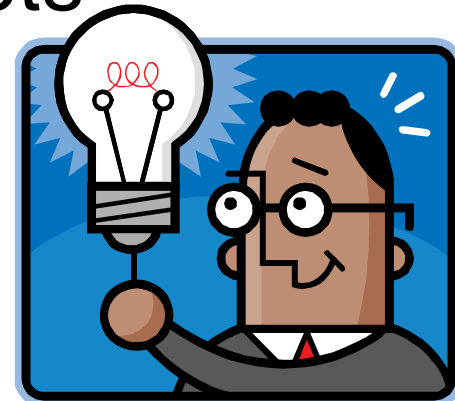
# What did I want to know?

- Who can do what
- Capacity – quantitative
- Level of service – qualitative
- What issues
- For what clients
- Funding
- Service areas
  - Gaps and overlaps
- Resources



# Why?

- Goal of better integrated service delivery
- Gaps and overlaps
- Inconsistencies
- Opportunities for coordination
- Opportunities for collaboration
- Identify and work on the weak spots
  - Service delivery
  - Funding



# Reinventing the wheel

- Designing the study
- Samples from other states
- Adapt and reuse



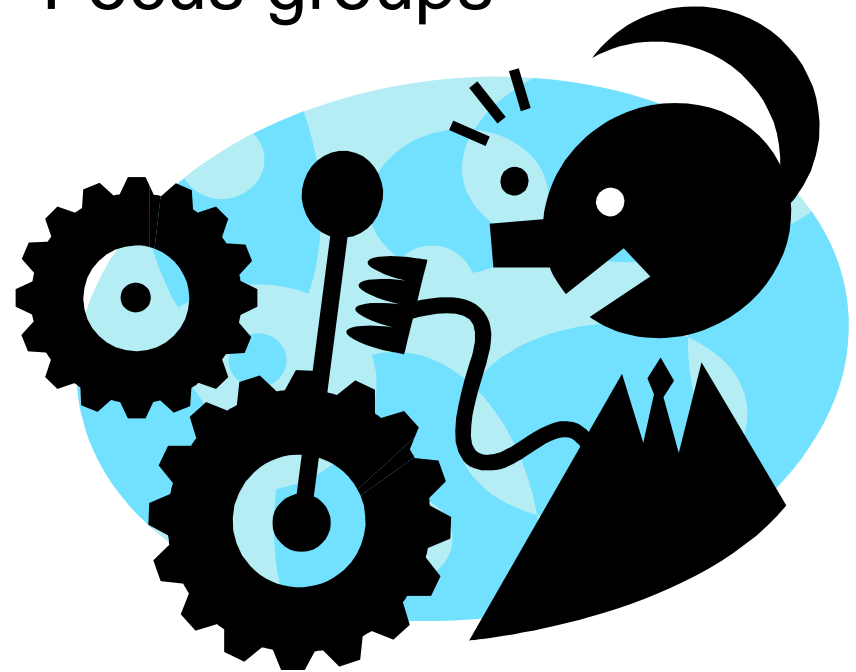
# Two sides

- Legal Service Providers
- Service areas
  - Who did they have contracts with for what counties
- CSRs
- Funding
- Staffing
- Limitations
- Experience
  - What worked
  - What didn't

- Area Agencies on Aging
- Who did they have contracts with for what counties
- Funding
- Relationship with provider
- Limitations
- Experience
  - What works
  - What does not work

# Getting the data

- Ask
- Beg and plead
- Embarrass
- Follow-up
- It helps to have partners and leverage
- Paper
- Online
- Interviews (Ohio)
- Focus groups



# How I spent my Thanksgiving Vacation

- Plan on data analysis when you design the study – coding
- Report compatibility
- Multiple choice and numbers
- Essay Answers
- Excel at Excel
- Statistics programs



# Regrets – I have a few

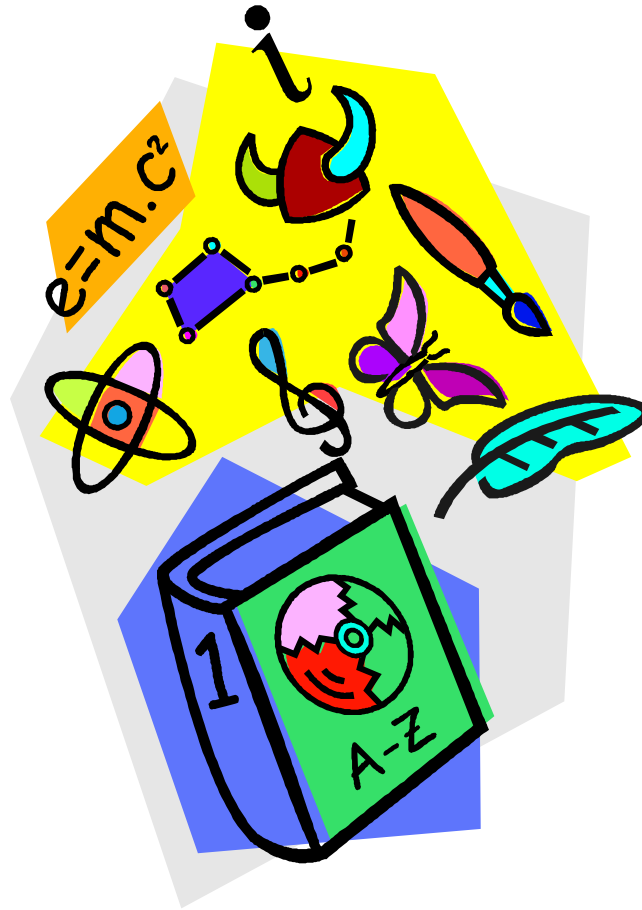
- Set a **Firm** due date
- Oh what I know that I can't talk about
  - Be careful on promising confidentiality
- Essay answers
- Time in the field



# Round Table Discussion and Questions



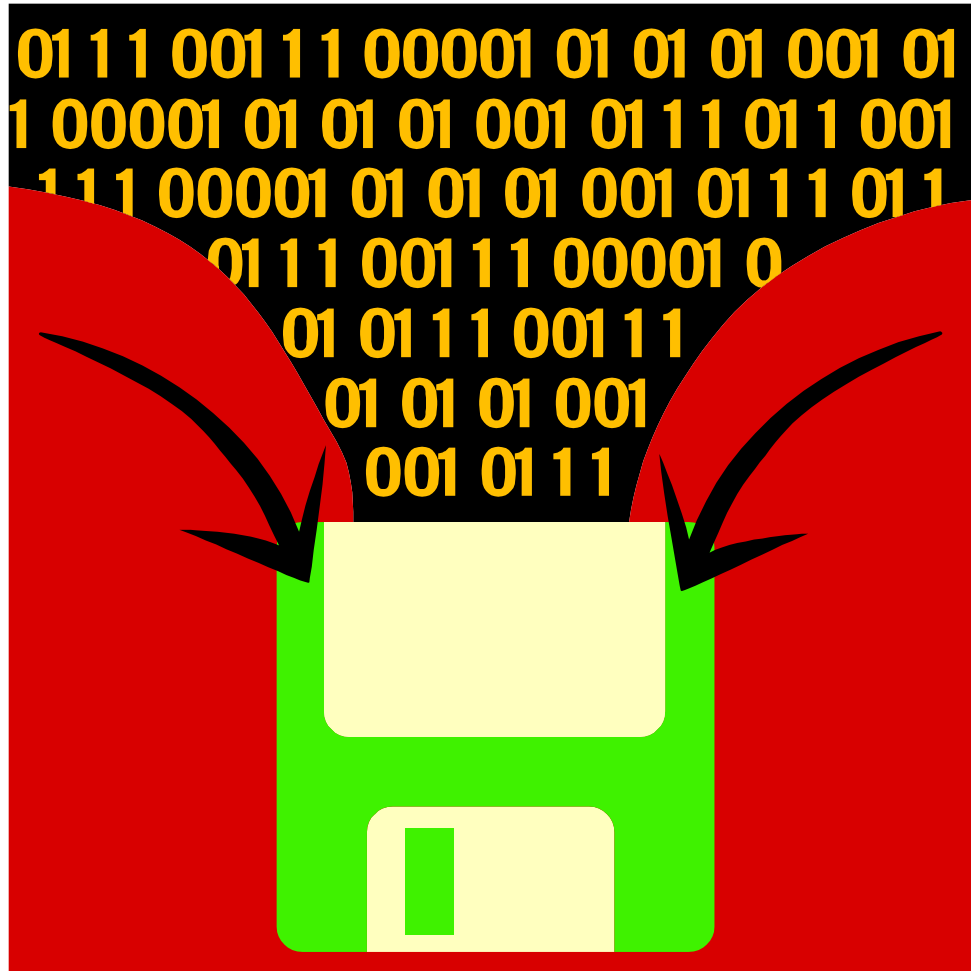
# Defining the purpose



# What entities to include



# Data Collection and analysis



# Effective Reporting



# Obstacles to legal systems capacity assessment



# Tips on conducting an assessment



# Wrap Up

- Why do this?
- What we have learned.
- We will gladly help you!



# Thank You!

- Karen Buck –
  - [KBuck@seniorlawcenter.org](mailto:KBuck@seniorlawcenter.org)
- Dorene Kuffer -
  - [Dorenek@nmlegalaid.org](mailto:Dorenek@nmlegalaid.org)
- David Godfrey–
  - [godfreyd@staff.abanet.org](mailto:godfreyd@staff.abanet.org)