

Choose the Purpose of the Evaluation

- Statistics: demographics, type of crime, type of legal services
- Outcome Assessment (e.g., to what extent did the program address the needs or the gaps identified)
- Client Satisfaction, Client Improvement
- Gaps, Barriers & Unmet Legal Needs Analysis (e.g., geographic, capacity, trauma competency)
- Service Provider Analysis (e.g., knowledge, skills, trauma competency)
- Relationship Strength/Social Network Analysis
- Intra-Network technical assistance, case consultation
- Systems Change Analysis

Choose Formats & Methodologies of Evaluation

- Focus Groups
- Surveys
- Interviews (in-person, technology-assisted)
- Document review
- Team effectiveness tools
- Outcomes, logic models
- Pre- and post- training knowledge tests (for providers)

Decide Points at Which to Evaluate and Integrate the Data

Evaluation Points in Time

- For Clients
 - Intake
 - Referral
 - Regular intervals (a period of months, for example)
 - Closing
 - Data Bonanza Week (Denver)
- For Service Providers
 - Drawing on data from needs assessment
 - At the beginning of implementation
 - Regular intervals (a period of months, for example)
 - At transition from pilot to full implementation

Sharing & Integrating the Data

- Regular reports to steering committee
- Grant reports
- Team meetings

Content Areas

Client Outcomes & Satisfaction (website, hotline, services)

- Demographics, and/or
- Unique identifier for each respondent *inc. footnote on how to
- Content
 - Which services were utilized
 - Who provided services
 - Satisfaction
 - Helpfulness
 - Legal needs met
 - Other needs met
 - Received appropriate referrals and follow-up
 - Personal goals achieved
 - Ease of use, access
 - Client treated with respect, empowered
 - Information was understandable, clearly communicated
 - Client has a safety plan
 - Suggested improvements

Legal Needs

- Demographics
- Crime(s)
- Topics
 - Understanding of legal system
 - Understanding of rights and responsibilities
 - Confidence in solution
 - Fairness of legal system
 - Need for Assistance with
 - Criminal case
 - Civil case
 - Mental health issues
 - Law enforcement
 - Safety
 - Housing
 - Financial
 - Translation
 - Other

Gaps, Barriers & Unmet Legal Needs Analysis

- Information/knowledge about legal issues
- Resources and funding
- Trauma-informed, victim-sensitive, and victim-centered approaches
- System coordination

Service Provider Analysis

- General awareness of domestic violence and trafficking
- Knowledge of available services
- Length of time providing services
- Confidence in providing service or referrals
- Community/population served
- Perceived gaps and needs in service population
- What was learned from cross-training

Relationship Strength/Social Network Analysis

- Length of time on team
- Measures