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