

LSC | America's Partner
for Equal Justice

LEGAL SERVICES CORPORATION

LSC Board Meeting
Operations & Regulations Committee
Oct. 15, 2017

Core Functions

Data Collection



- Updating data collection instructions
- Implement data validation/user group process
- Manage statistical collection (Justice Gap)
- Discover/acquire additional A2J data

Analysis & Support



- Update data visualization tools
- Develop new tools based on newly acquired data
- Share tools and research findings with grantees and broader A2J community

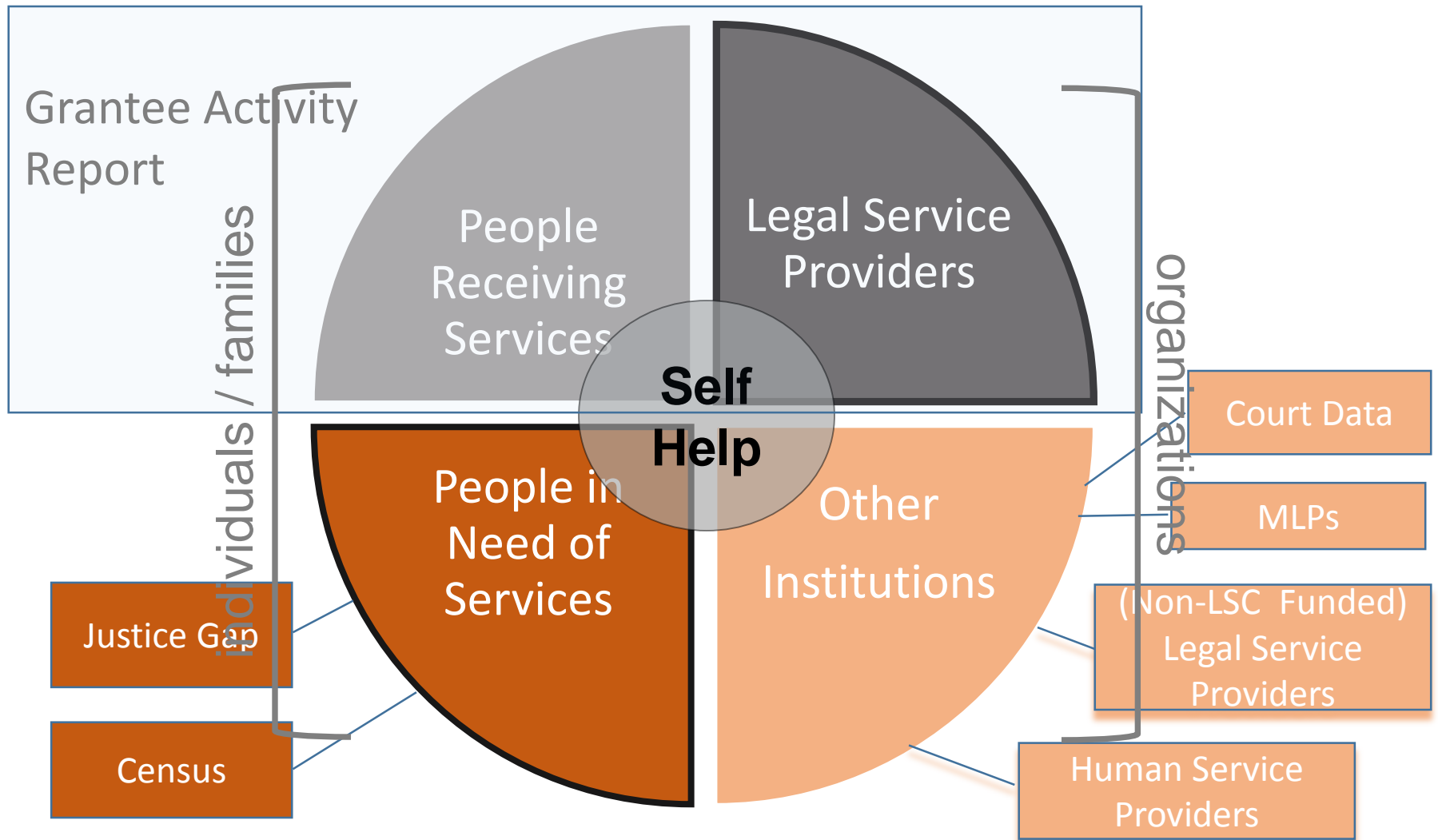
New Research



- Revamp By the Numbers report
- Conduct analysis of case closure rate change
- Identify and collect new A2J data

Data Collection

A Model of Civil Legal Aid Data



Grantee Data Users Group

The Purpose:

- Improve data quality/utility of Grantee Activity Report (GAR) data
- Propose thoughtful deletions, revisions and additions to the GAR
- Improve use of data for planning, outreach, resource development.
- Build/support a network of data geeks



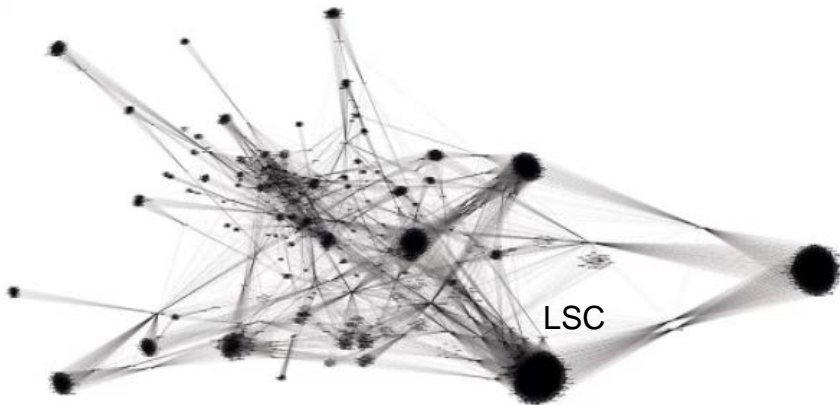
The Process:

- Established in May (after GAR reporting)
- Webinars (14), phone conferences, asynchronous review of GAR forms, starting in May
- Over 70 participants from across the country. Members included executive directors, managing attorneys, CIOs and LSC program staff

The Data Users Group

What we learned:

- Identified power users among grantees
- Identified elements that were of little business value to LSC or grantees
- Found a sub-group that was hungry for support



Practical return:

- Over 30 changes proposed across the 10 GAR forms
- Functional/ user design changes to the report forms
- Substantive changes to improve data quality

Next Steps:

- Updating 2017 GAR forms based on feedback (to include user testing)
- Begun a workshop/webinar series on data uses
- Established working group will propose new data elements

Data Analysis and Support

Informal Poll of Mountain West Executive Directors

Active poll

slido

What words pop into your head when you think about the Grantee Activity Report? [You can enter more than one. But please submit each word separately.]

0 1 1

Join at
slido.com
#D779

waste of time not accurate badly designed
gather no! really? pain bureaucratic

burdensome

confusing time consuming pain difficult inaccurate
garbage useless bureaucracy

By the Numbers 2016

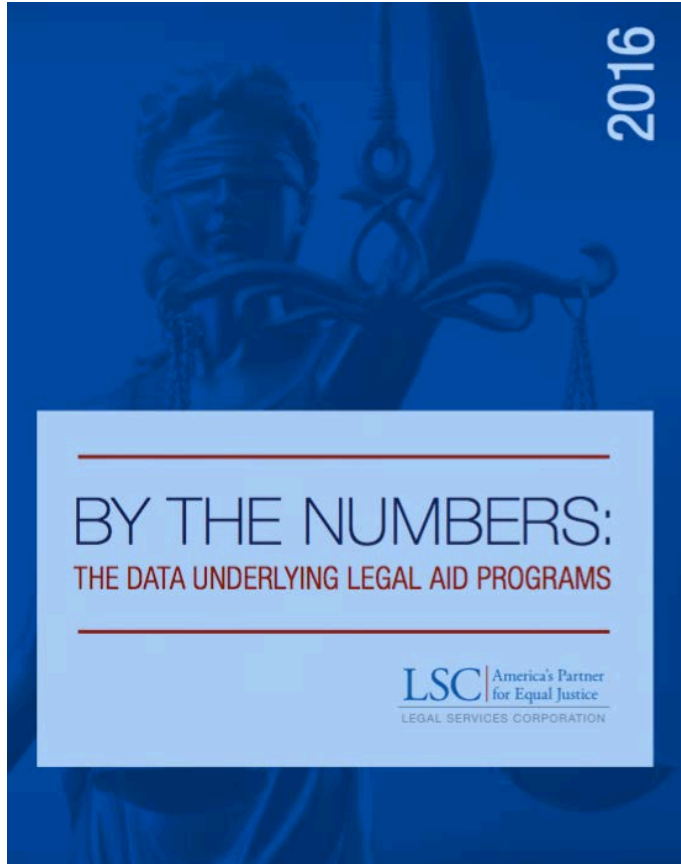


FIGURE 36A PAJ Case Closures by Problem Category, 2016

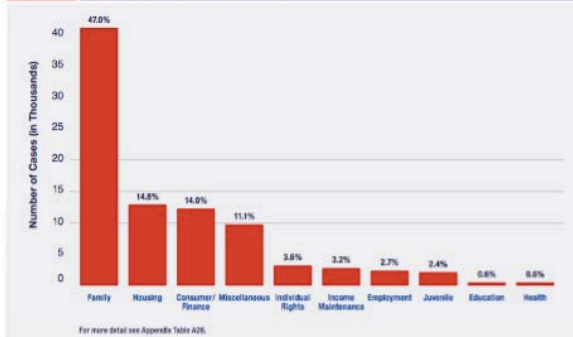
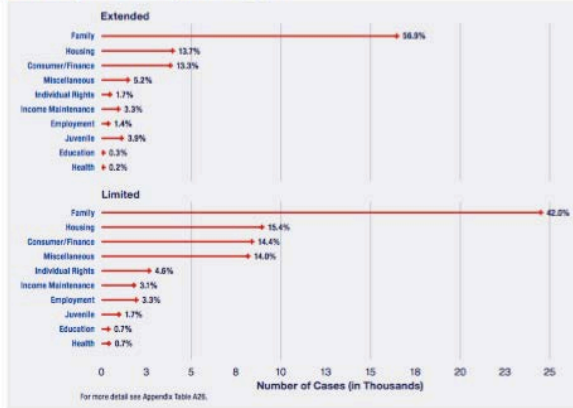
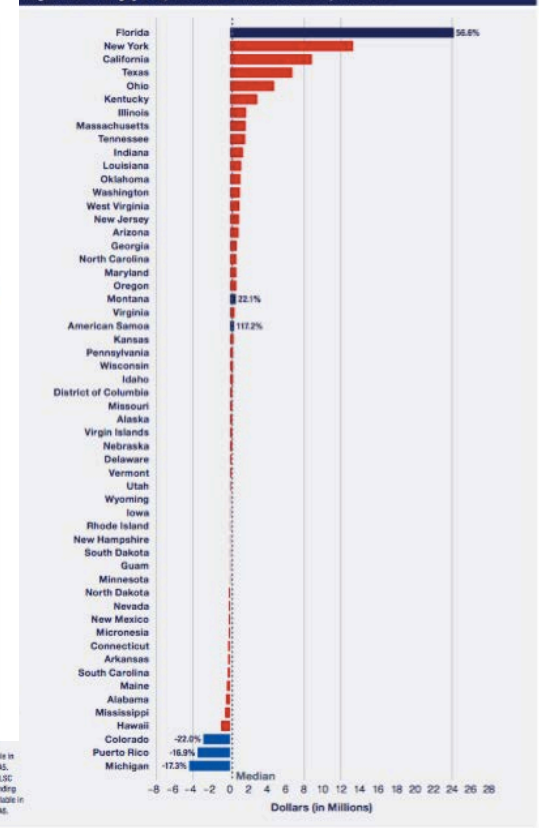


FIGURE 36B PAJ Case Closures by Problem Category, 2016



Change in Total Funding by State, Basic Field—General Service Areas, 2015–2016



Details for each state are available in Appendix Table A5. Comparisons of LSC and non-LSC funding by state are available in Appendix Table A6.

The way we used to share Grantee Data...

#	LEGAL PROBLEM	2007 CSR TOTAL	2007 CSR %	2008 CSR TOTAL	2008 CSR %	2009 CSR TOTAL	2009 CSR %	2010 CSR TOTAL	2010 CSR %	2011 CSR TOTAL	2011 CSR %	2012 CSR TOTAL	2012 CSR %	2013 CSR TOTAL	2013 CSR %	2014 CSR TOTAL	2014 CSR %
1.	Consumer/Finance	104,698	11.5%	108,404	12.2%	114,870	12.5%	113,394	12.2%	105,251	11.7%	90,875	11.2%	83,463	11%	81,025	10.7%
2.	Education	6,292	0.7%	6,839	0.8%	6,821	0.7%	6,978	0.7%	6,345	0.7%	5,865	0.7%	5,947	0.8%	5,951	0.8%
3.	Employment	20,599	2.3%	26,896	3%	27,127	2.9%	28,800	3.1%	25,963	2.9%	23,646	2.9%	22,447	3%	24,625	3.2%
4.	Family	340,572	37.6%	312,046	35.1%	319,569	34.7%	321,478	34.5%	309,409	34.4%	277,964	34.3%	249,843	32.9%	242,304	32%
5.	Juvenile	8,406	0.9%	15,143	1.7%	15,374	1.7%	14,581	1.6%	14,702	1.6%	14,600	1.8%	13,415	1.8%	13,854	1.8%
6.	Health	30,333	3.3%	30,802	3.5%	31,757	3.5%	29,995	3.2%	27,743	3.1%	27,668	3.4%	27,571	3.6%	32,144	4.2%
7.	Housing	228,029	25.2%	229,512	25.8%	231,097	25.1%	235,402	25.2%	233,855	26%	211,603	26.1%	207,614	27.4%	212,345	28%
8.	Income Maintenance	103,258	11.4%	98,257	11.1%	112,483	12.2%	117,991	12.7%	114,381	12.7%	98,328	12.1%	91,961	12.1%	85,388	11.3%
9.	Individual Rights	13,925	1.5%	13,250	1.5%	13,207	1.4%	16,186	1.7%	16,915	1.9%	16,693	2.1%	15,289	2%	16,830	2.2%
10.	Miscellaneous	50,395	5.6%	48,006	5.4%	48,142	5.2%	47,601	5.1%	45,253	5%	42,588	5.3%	41,139	5.4%	43,517	5.7%

#	MAJOR REASON CASE CLOSED	2007 TOTAL	2007 CSR %	2008 TOTAL	2008 CSR %	2009 TOTAL	2009 CSR %	2010 TOTAL	2010 CSR %	2011 TOTAL	2011 CSR %	2012 TOTAL	2012 CSR %	2013 TOTAL	2013 CSR %	2014 TOTAL	2014 CSR %
1.	A. Counsel & Advice	526,418	58.1%	535,783	60.3%	564,546	61.3%	573,881	61.5%	549,686	61.1%	493,901	61%	457,874	60.4%	457,130	60.3%
2.	B. Brief Services	167,767	18.5%	166,306	18.7%	161,275	17.5%	154,866	16.6%	147,968	16.4%	131,305	16.2%	122,330	16.1%	122,968	16.2%
3.	F. Negotiated Settlement without Litigation	16,230	1.8%	15,409	1.7%	15,409	1.7%	15,660	1.7%	14,566	1.6%	13,148	1.6%	12,708	1.7%	13,144	1.7%
4.	G. Negotiated Settlement with Litigation	31,980	3.5%	41,282	4.6%	43,882	4.8%	45,326	4.9%	47,789	5.3%	44,855	5.5%	43,365	5.7%	43,408	5.7%
5.	H. Admin Agency Decision	31,341	3.5%	28,574	3.2%	31,030	3.4%	33,669	3.6%	33,279	3.7%	29,713	3.7%	26,025	3.4%	23,413	3.1%
6.	Ia. Court Decision Uncontested	N/A	N/A%	42,552	4.8%	44,092	4.8%	44,258	4.7%	42,827	4.8%	39,086	4.8%	38,033	5%	38,113	5%
7.	Ib. Court Decision Contested	N/A	N/A%	31,668	3.6%	31,984	3.5%	33,044	3.5%	32,444	3.6%	29,527	3.6%	28,260	3.7%	27,297	3.6%
8.	Ic. Court Decision Appeals	N/A	N/A%	452	0.1%	499	0.1%	504	0.1%	495	0.1%	456	0.1%	517	0.1%	451	0.1%
9.	K. Other	13,786	1.5%	5,613	0.6%	4,383	0.5%	4,530	0.5%	3,041	0.3%	2,775	0.3%	1,751	0.2%	1,503	0.2%
10.	L. Extensive Services	N/A	N/A%	21,516	2.4%	23,347	2.5%	26,668	2.9%	27,722	3.1%	25,064	3.1%	27,826	3.7%	30,556	4%

The way we share Grantee Data ...

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Grants & Grantee Resources









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Select Language
Translation Note

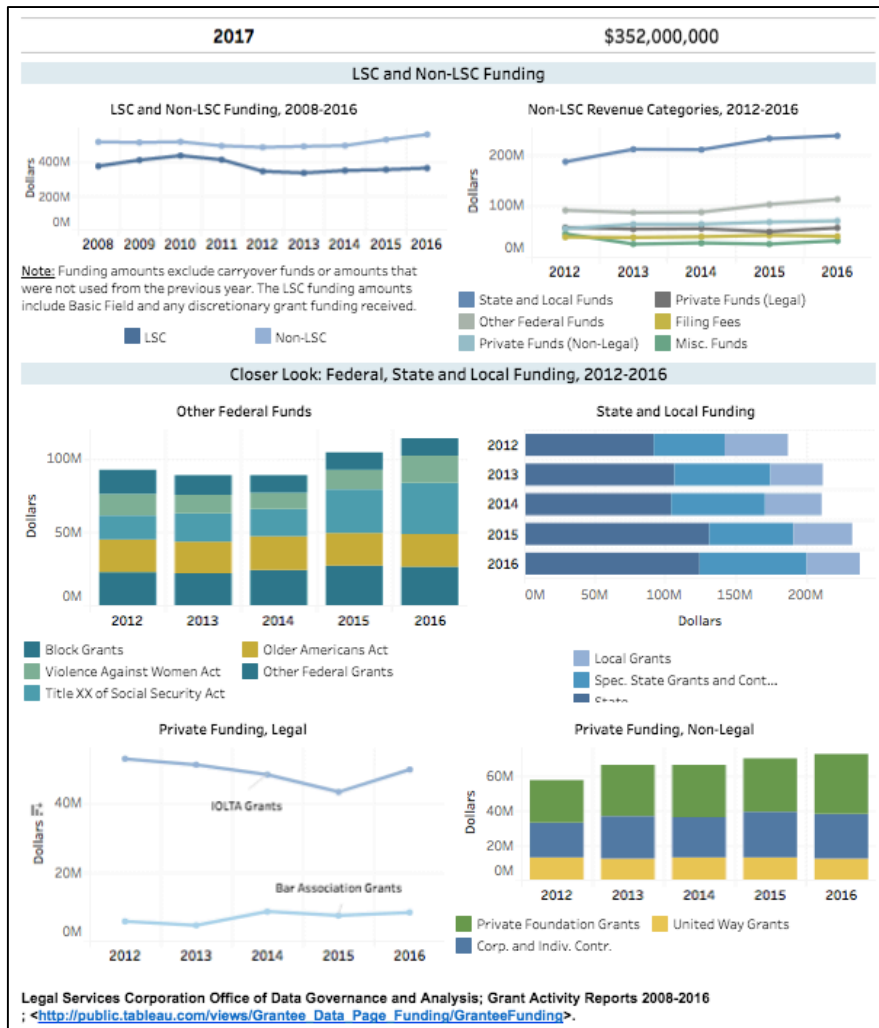
Grantee Data



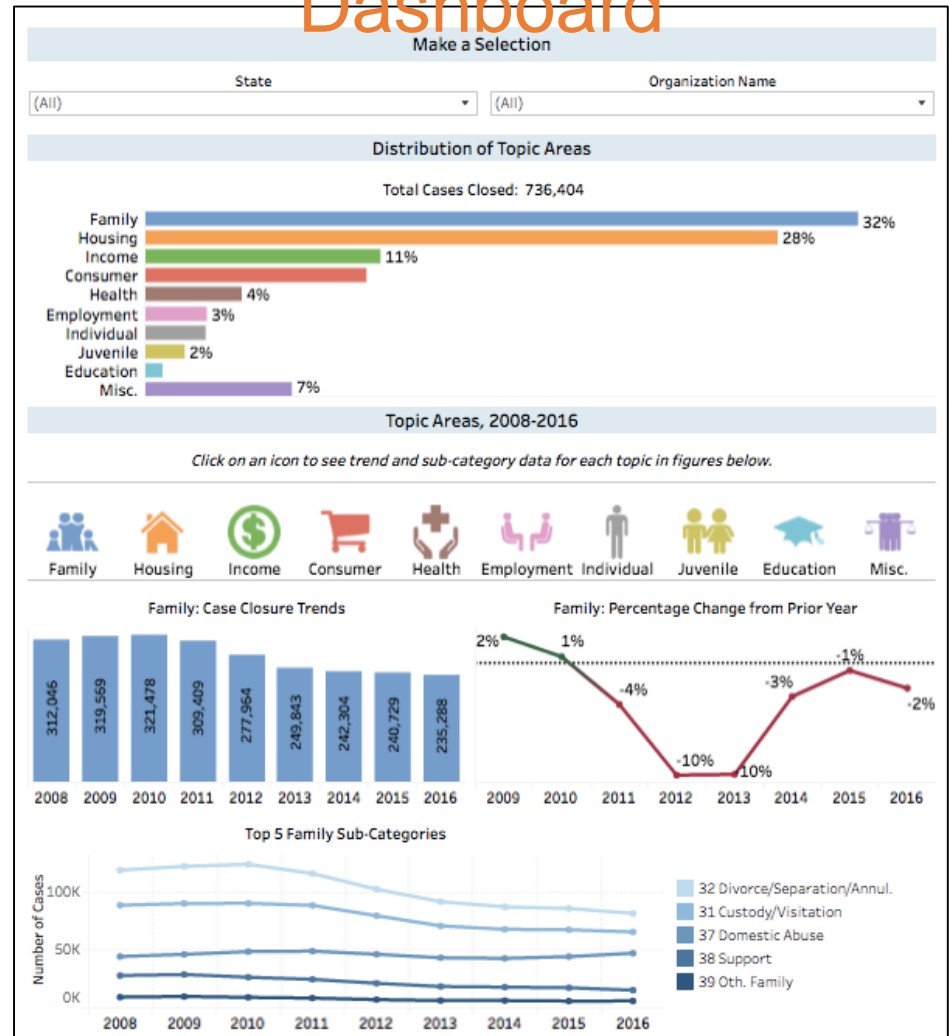
[CLICK HERE FOR QUICK FACTS](#)

Grantee Funding	Grantee Client Characteristics	Service Area Demographics	Grantee Staffing
			
Private Attorney Involvement	Case Services Provided	Grantee Expenditures	Use of Technology
			

Revenue Dashboard



Case Services Dashboard



UNABLE TO SERVE						FULLY SERVED		PENDING
Unable To Serve --Ineligible	Unable to Serve -- Conflict of Interest	Unable To Serve -- Outside of Program Priorities or Case Acceptance Guidelines	Unable To Serve -- Insufficient Resources	Unable to Serve -- Other Reasons		Fully Served -- Provision of Limited Services	Fully Served -- Extended Service Case Accepted	Pending -- the individual's issue is being reviewed for a final case acceptance decision.
Unable to Serve because Individual is ineligible	Unable to Serve Because a Conflict of Interest is Present -- No Service Provided	Unable to Serve because the individual's problem is outside the program's case acceptance guidelines.	Unable to Serve because the program does not have sufficient resources to take on the individual's case, and the program did not provide any help other than a referral to another organization	The individual did not receive legal assistance for other reasons such as the person did not follow through or there is a loss of client contact		Fully Served -- the individual's issues were not that complex and could be fully addressed with advice and/or Limited Action (A, B, or L).	Program had the resources available to accept the client's case for extended service.	The program has get to make a decision about what level of serve to provide the individual.
					1	Consumer		
					2	Education		
					3	Employment		
					4	Family		
					5	Juvenile		
					6	Health		
					7	Housing (other than		
					8	Foreclosure		
					9	Income		
					10	Individual		
					11	Miscellaneous		
					12	TOTAL		

- Programs provided a count of people seeking assistance by type of service received (full, partial, none) and the reasons/case types
- Enables estimates of total unmet need.

Intake Census Dashboard

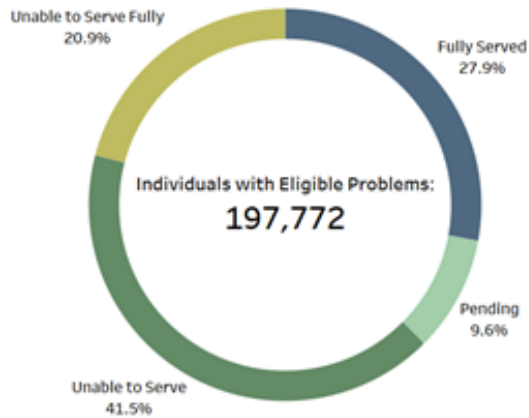
Overview: Legal Services Corporation (LSC) Intake Census, March-April 2017

For six weeks in March and April 2017, LSC grantees tracked the number of individuals, who contacted them seeking assistance with civil legal problems. The resulting data estimate the rates at which people seeking legal help for a problem from LSC-funded legal aid organizations receive the legal assistance necessary to meet their needs. The data presented here are for eligible problems, namely problems brought to an LSC grantee by an individual from a household with an annual income at or below 125% of the Federal Poverty Level and for which there were no statutory or regulatory restrictions on LSC funds being used to assist the individual. For a list of statutory and regulatory restrictions, visit: <http://www.lsc.gov/lsc-restrictions-and-funding-sources/>. Individuals coming to LSC grantees with problems were grouped into three main categories: unable to serve, able to serve to some extent (but not fully), and able to serve fully.

Although, 132 grantees provided LSC with data, the dashboards present data on only 129 LSC grantees, who operate Basic Field-General service areas, unless otherwise noted. For more information, please visit: <https://www.lsc.gov/grants-grantee-resources/our-grant-programs/basic-field-grant/lsc-service-areas/>. Dashboards can be accessed from selecting the tabs above. Please note, Arizona and New Mexico are not available.

All State All Organization Name

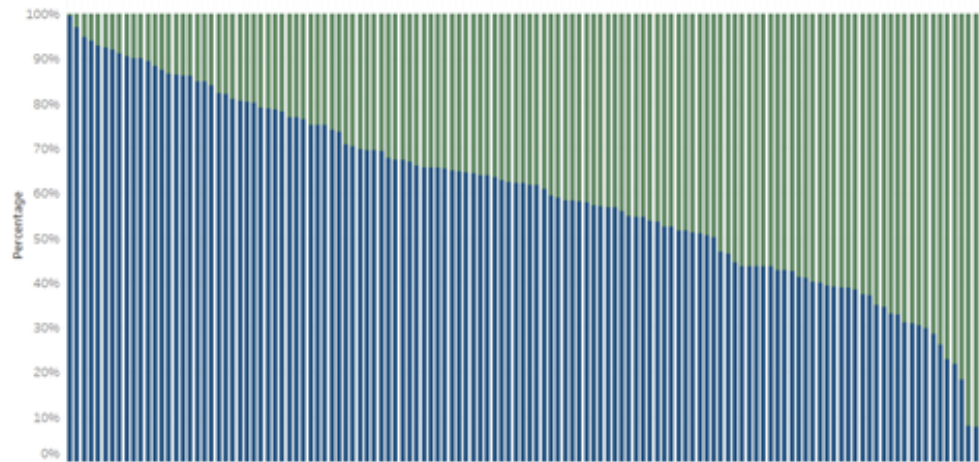
Distribution of Individuals with Eligible Problems by Extent of Service
To view a specific state or organization, please select from the filters above.



Source: Legal Services Corporation (LSC), 2017 Intake Census.

Extent of Service Provided to Individuals with Eligible Problems by Organization

Hovering over the figure will show additional information, including organization name.



Source: Legal Services Corporation (LSC), 2017 Intake Census.

■ Unable to Serve ■ Served to Some Extent

http://public.tableau.com/profile/legal.services.corporation#!/vizhome/intake_draft_v3_0/Overview

New Research

Exploring New Research Questions



What are the drivers of case closure change?

- Multivariate analysis to identify significant factors
- Aside from dollars, staff composition matters



What can court records tell us about the size and character of the pro se litigant problem?

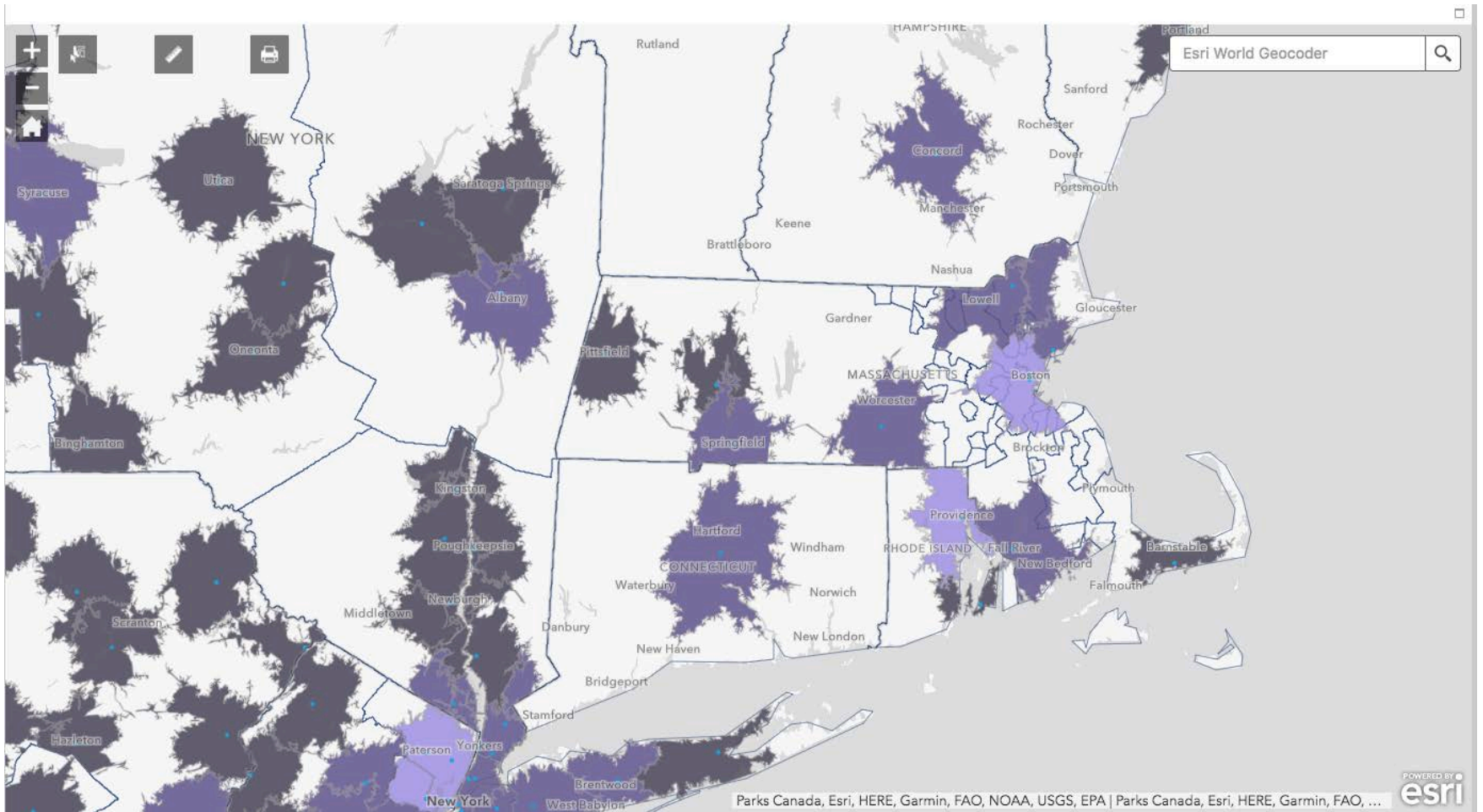
- Accessing court records in Maryland, Pennsylvania, Arkansas, Montana, Utah & Florida
- Close to 1 million records in MD alone.



Is there a relationship between community attributes and legal service use or size of court dockets?

- Building community profiles with existing data
- Testing indicators systems
- Correlating community attributes to use measures

Drive Time Analysis



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Thank you for your time.

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