Using Data to Improve the Delivery of Legal Services

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Agenda

I.   **Project Goals**

II.   **Project Overview**

III. **Preliminary Survey Findings**

IV. **Next Steps**

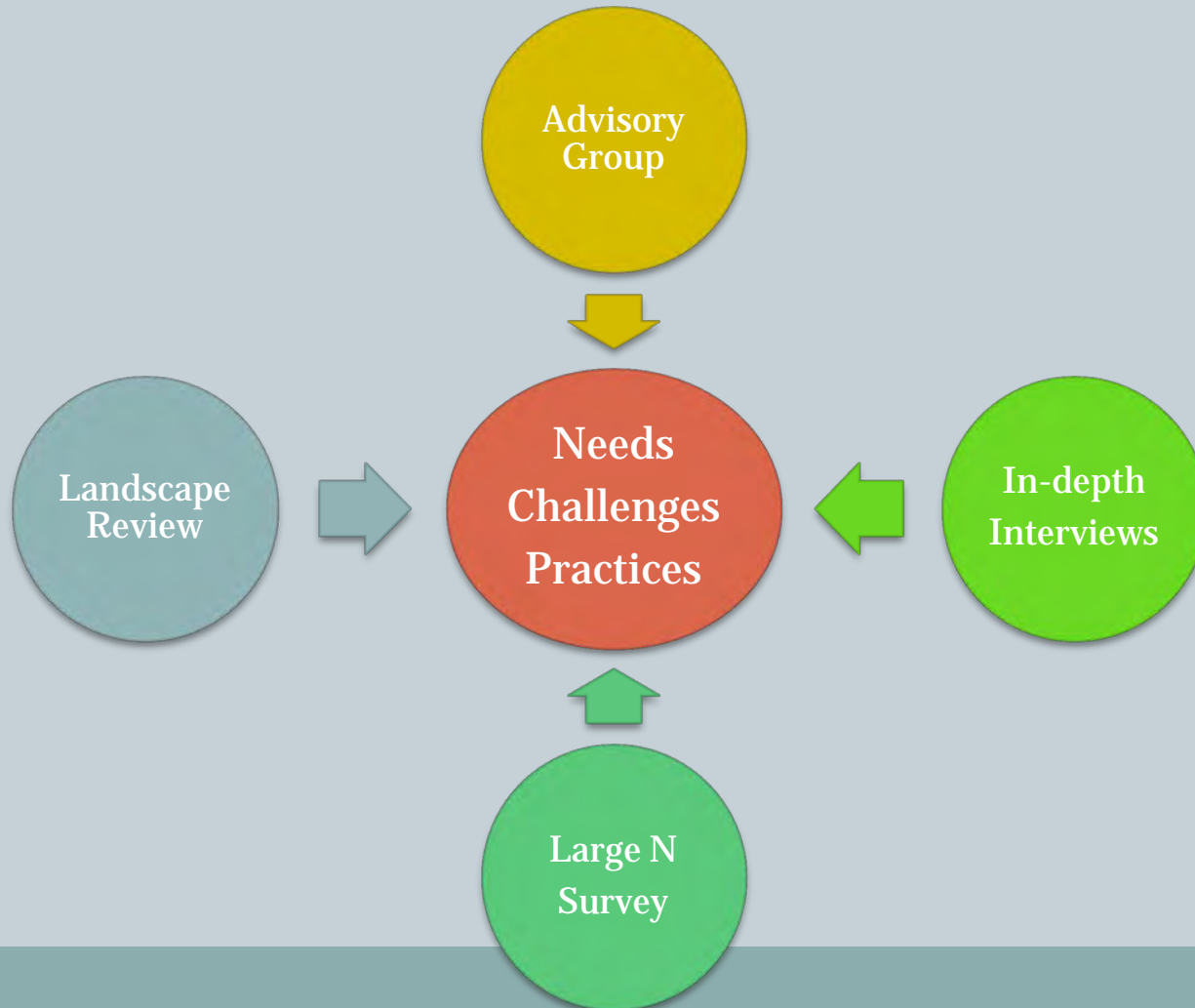# Project Goals

The goals of the project are to:

- Enhance LSC's ability to assess the quality, efficiency, and effectiveness of the programs that LSC funds; and

- Provide grantees with better tools to assess their own performance, manage their operations, and increase private financial support.

Funding provided by the Public Welfare Foundation (PWF)

Project Overview

- **Discussion and feedback from NLADA**

- **Draft report based on comprehensive analysis of survey**
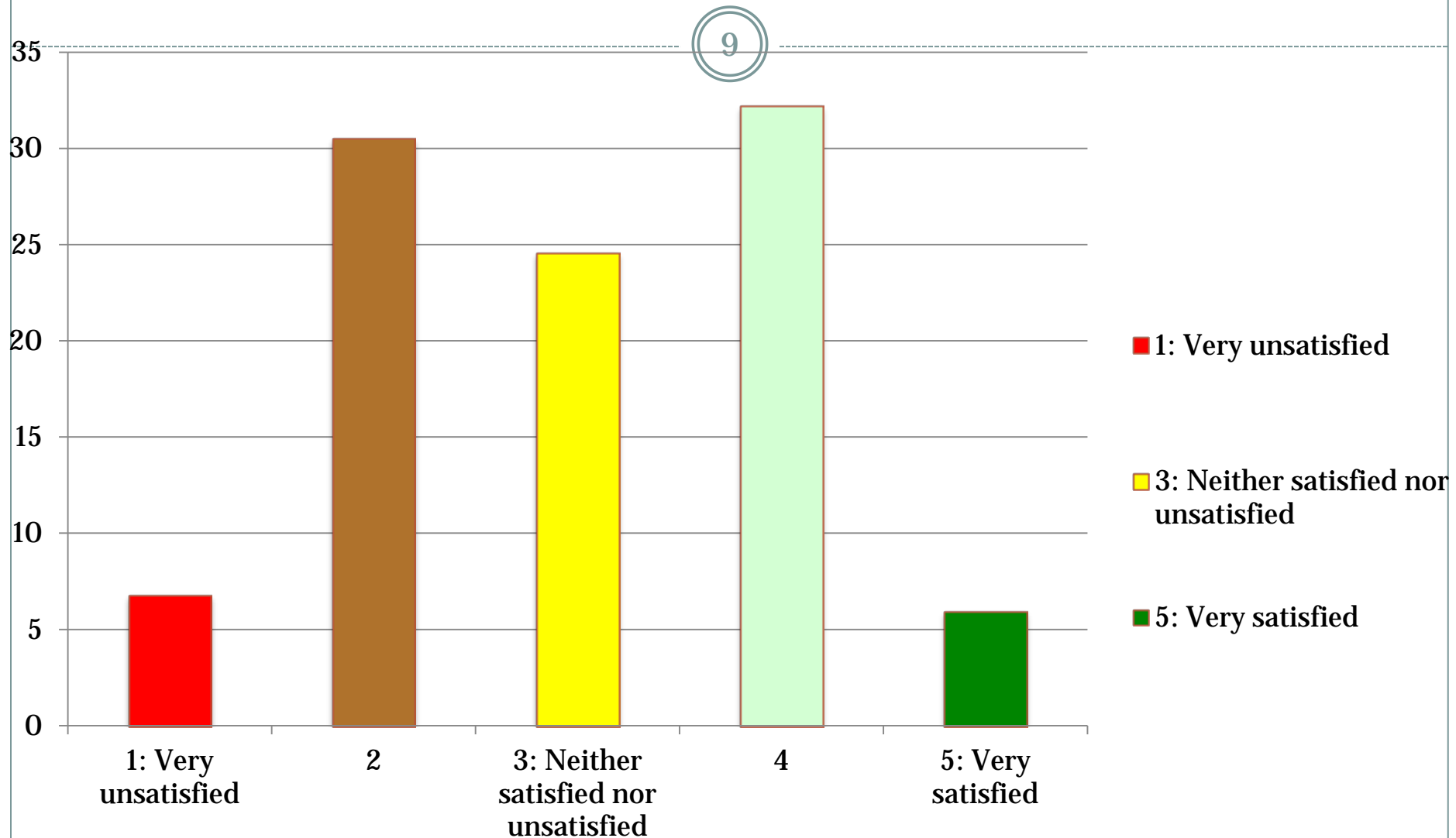 - Feedback from community
  - Finalize report
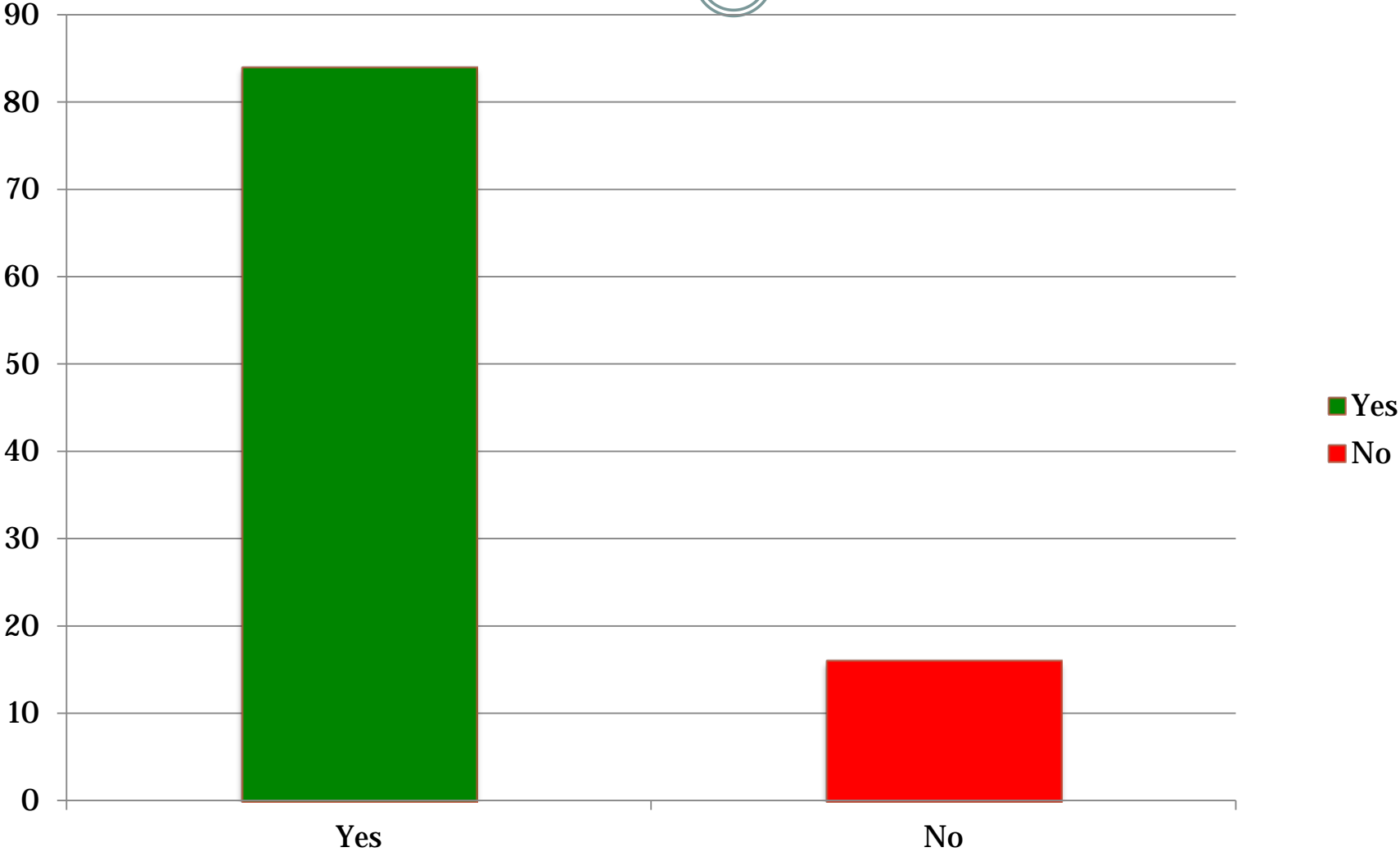
2014

- Assemble toolkit

- Update LSC Reporting System

Preliminary Survey Findings

Satisfaction with current data collection and use

Legend:
- 1: Very unsatisfied (red)
- 3: Neither satisfied nor unsatisfied (yellow)
- 5: Very satisfied (green)

Bar chart values (approximate):
- 1: Very unsatisfied — ~7
- 2 — ~30.5
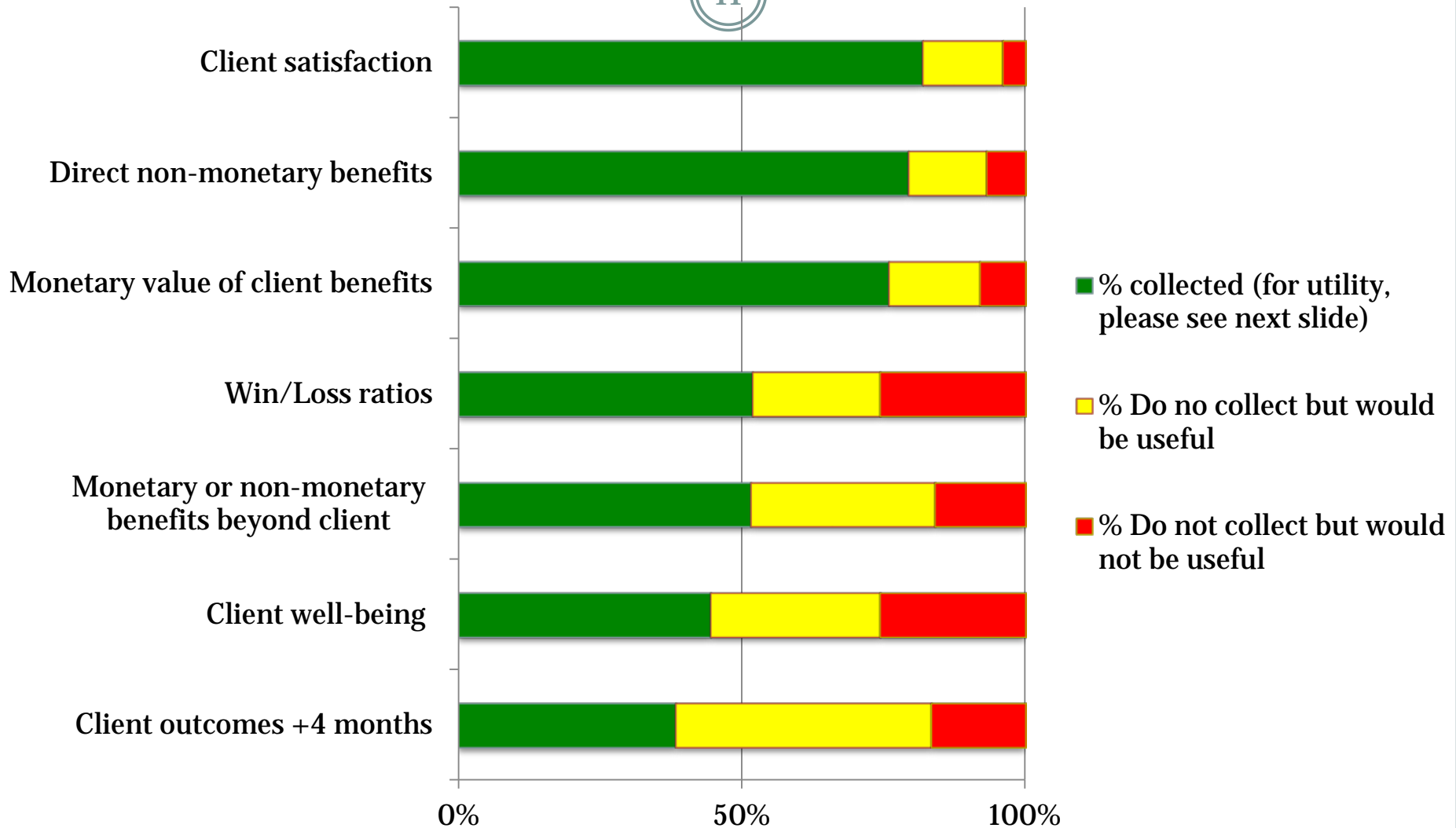- 3: Neither satisfied nor unsatisfied — ~24.5
- 4 — ~32
- 5: Very satisfied — ~6

Improving use of data will enhance my program...

Extended Services Outcome Data

Usefulness of Data on Extended Services

Horizontal bar chart comparing usefulness ratings across categories, with legend: ■ 5: Very useful, □ 4: Useful. Categories from top to bottom: Monetary value of client benefits, Direct non-monetary benefits, Monetary or non-monetary benefits beyond client, Client satisfaction, Client outcomes +4 months, Win/Loss ratios, Client well-being. X-axis scaled 0, 50, 100.
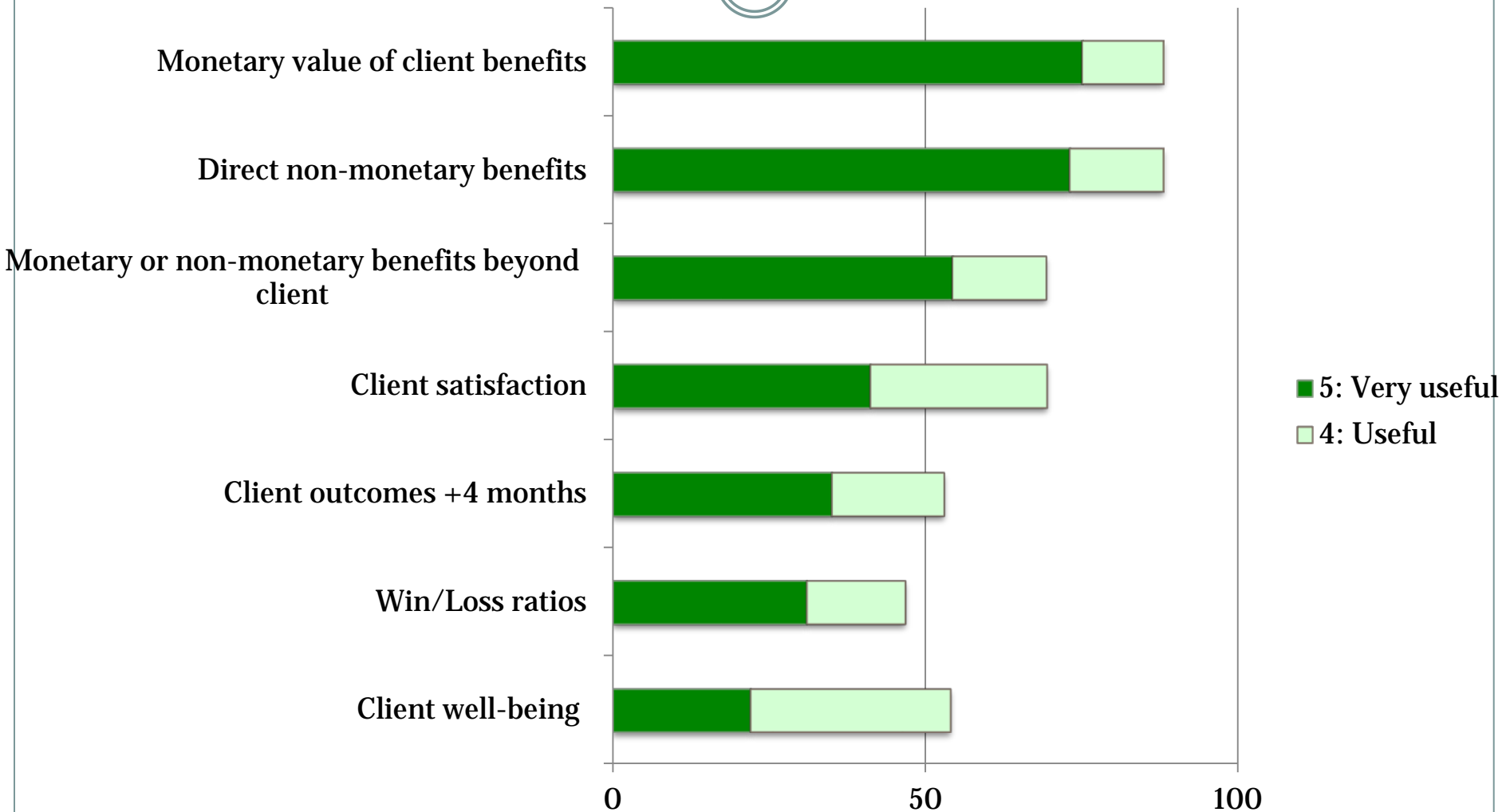
Outcomes Data on Limited Services
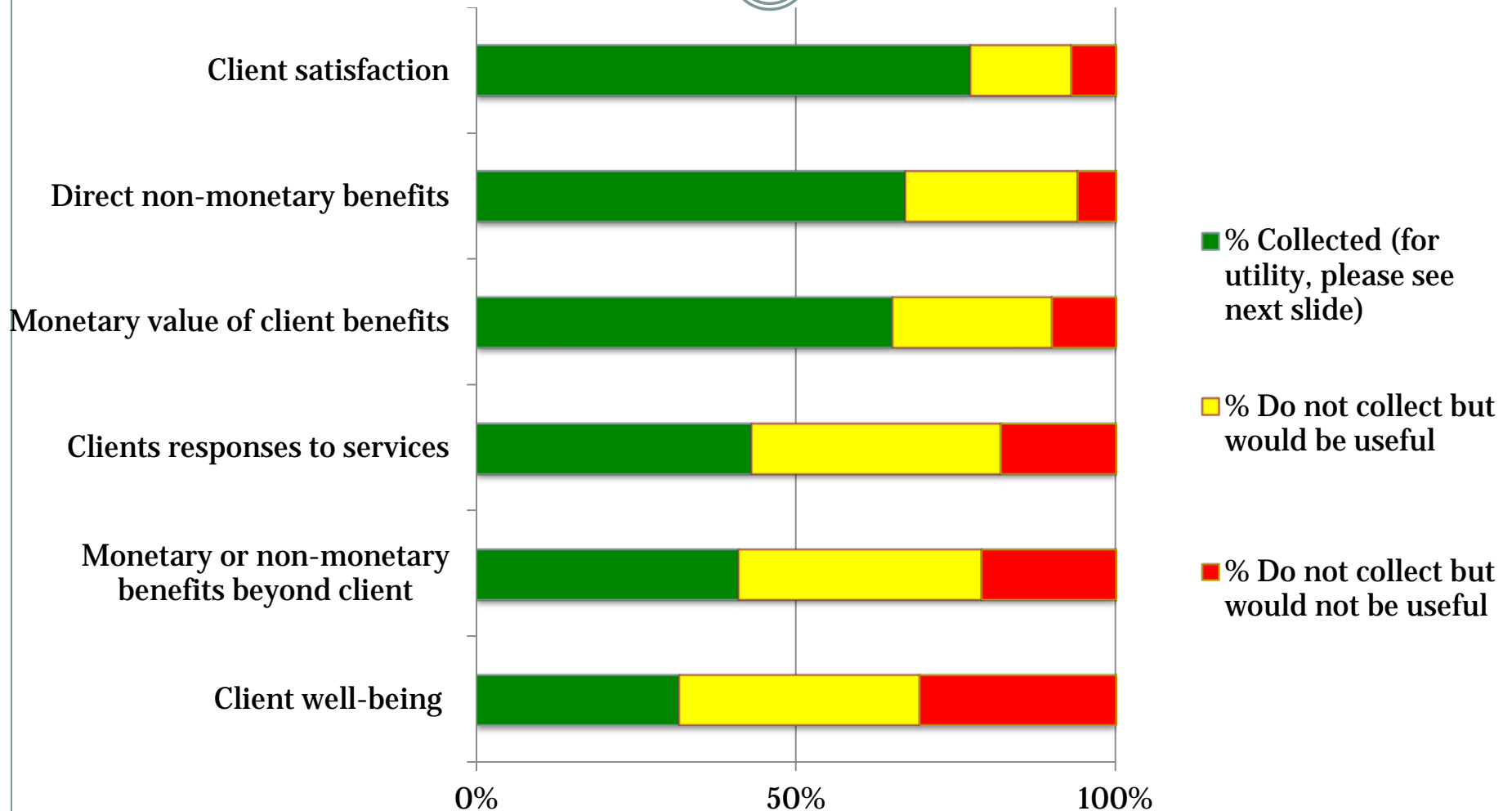
Usefulness of Data on Limited Services

Horizontal stacked bar chart with legend: ■ 5: Very useful, □ 4: Useful. X-axis from 0 to 100.

Categories (top to bottom):
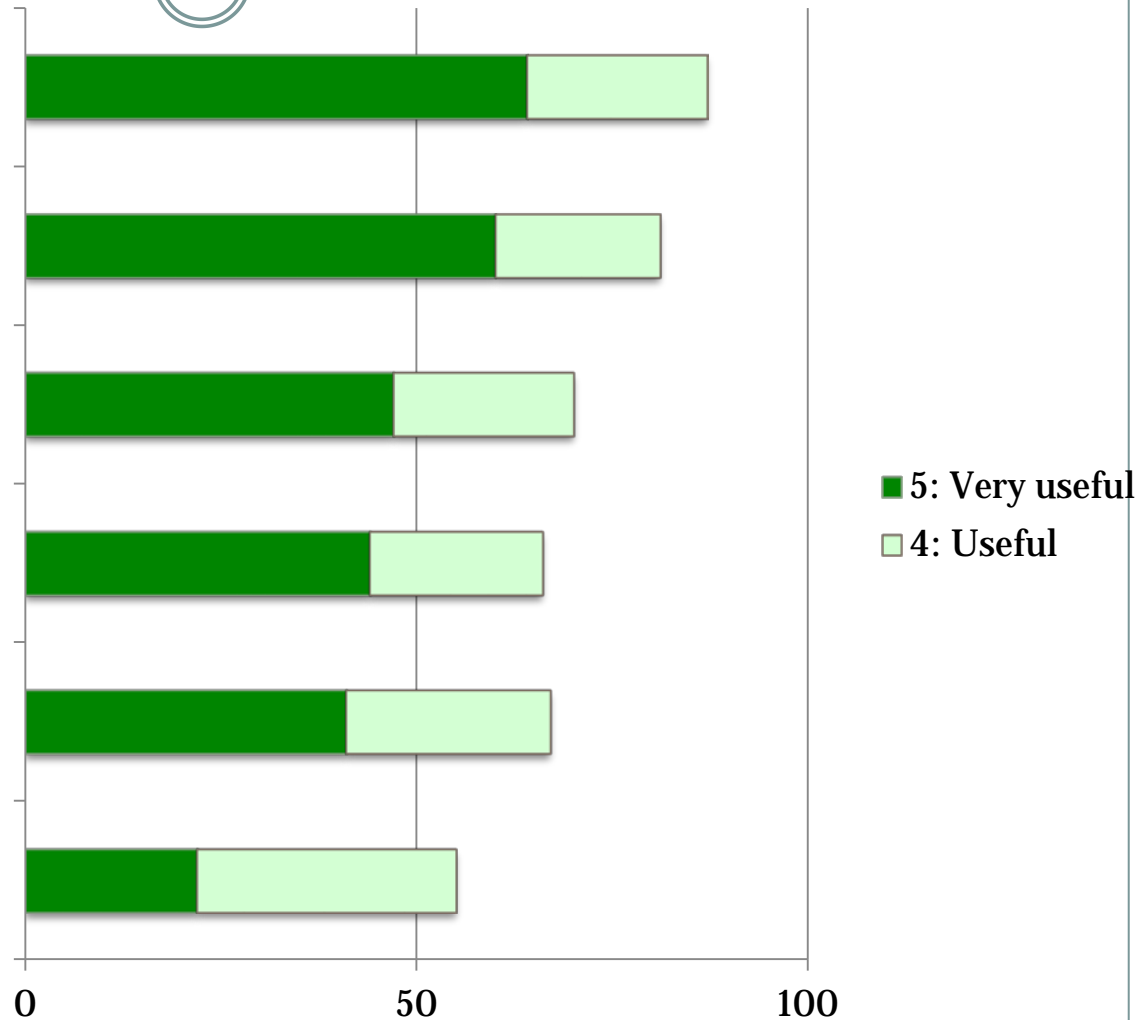- Monetary value of client benefits
- Direct non-monetary benefits
- Monetary or non-monetary benefits beyond client
- Clients responses to services
- Client satisfaction
- Client well-being

Rank order of top five data types

1. Economic and monetary benefits
2. Other outcomes data
3. Client surveys including satisfaction surveys
4. CSR data
5. Number of clients served

Data Not Currently Collected, But Would Be Useful
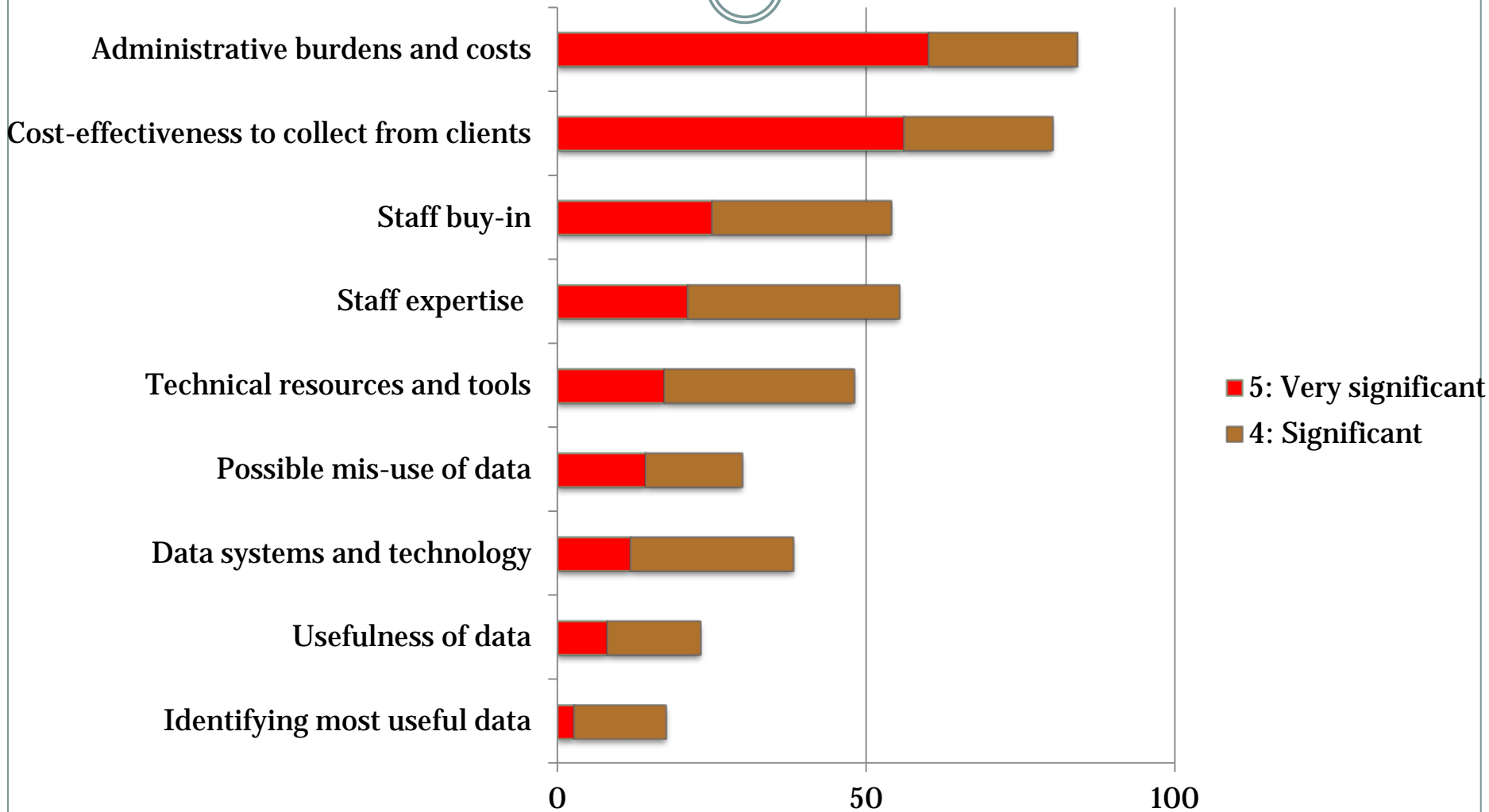
Top five not collected in rank order

1. Long-term/follow up data
2. Client satisfaction surveys
3. Economic and monetary benefits
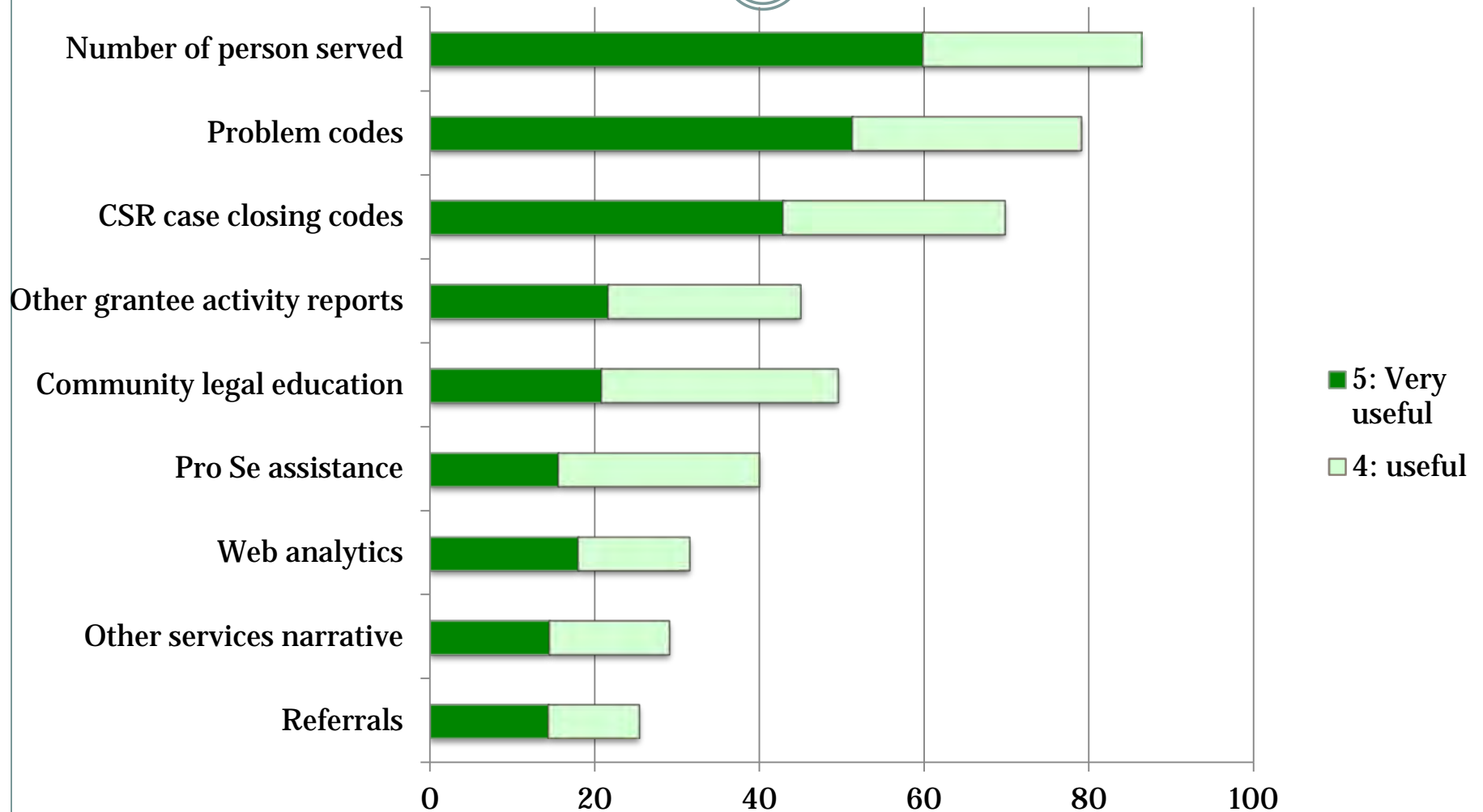4. GIS Mapping
5. Community impact
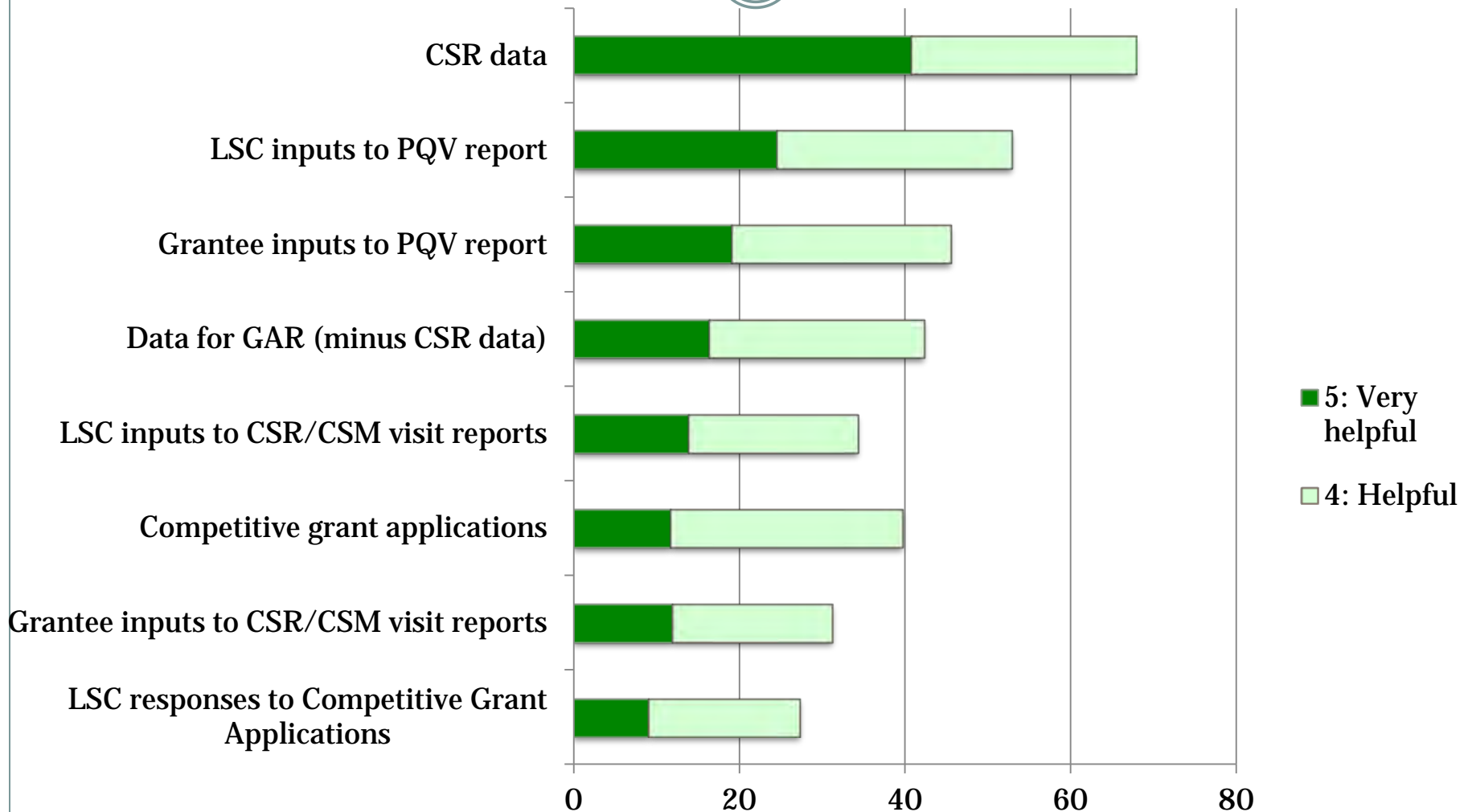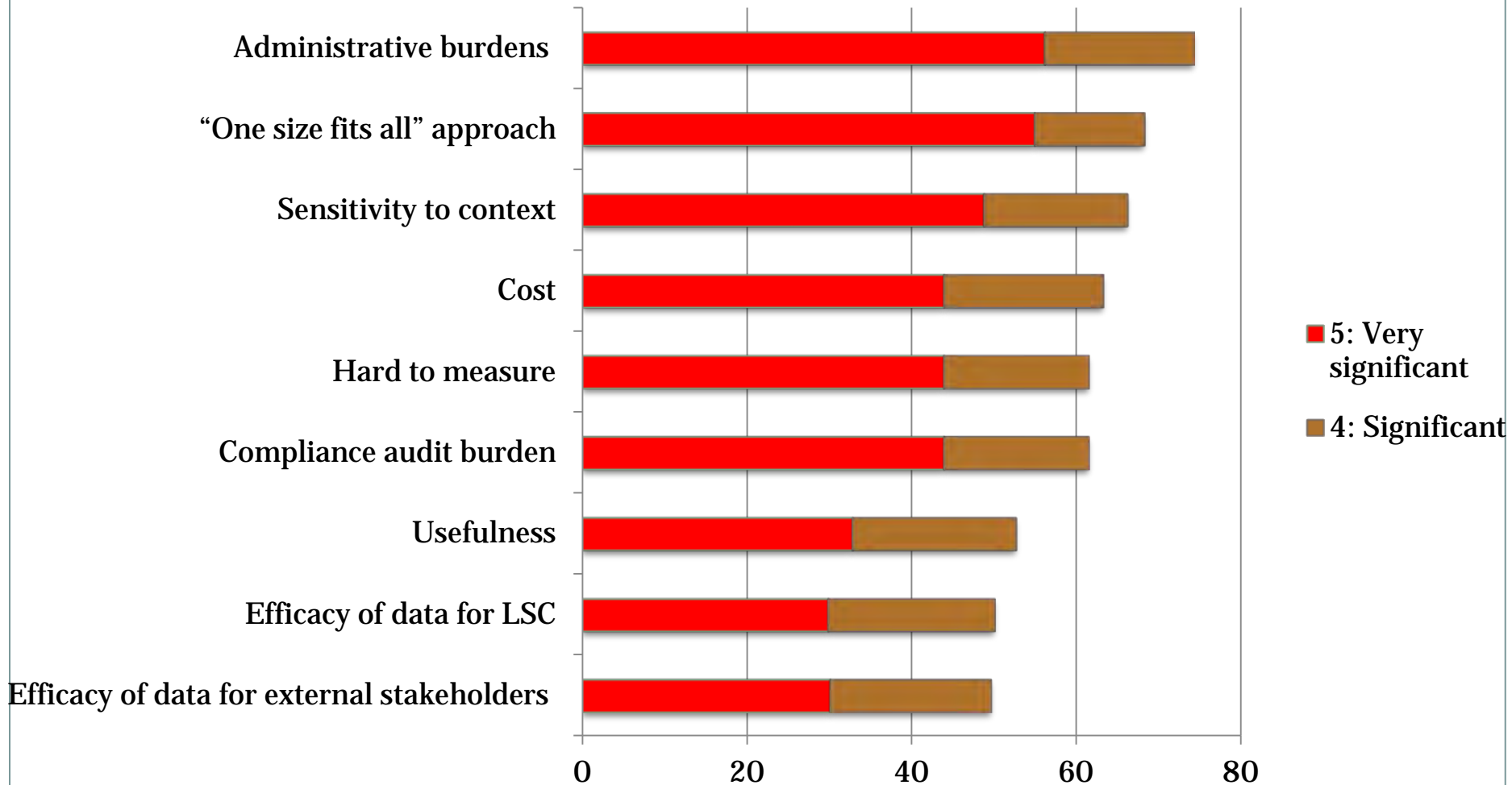
Factors limiting greater use of data

Horizontal stacked bar chart showing factors limiting greater use of data, rated on a scale with "5: Very significant" (red) and "4: Significant" (brown).

Factor	Approximate total
Administrative burdens and costs	~85
Cost-effectiveness to collect from clients	~80
Staff buy-in	~54
Staff expertise	~55
Technical resources and tools	~48
Possible mis-use of data	~30
Data systems and technology	~38
Usefulness of data	~24
Identifying most useful data	~18

Legend:
- 5: Very significant
- 4: Significant

x-axis: 0, 50, 100

Usefulness of output data

Helpfulness of Data Provided by and to LSC

Legend:
- ■ 5: Very helpful
- □ 4: Helpful

Categories (top to bottom):
- CSR data
- LSC inputs to PQV report
- Grantee inputs to PQV report
- Data for GAR (minus CSR data)
- LSC inputs to CSR/CSM visit reports
- Competitive grant applications
- Grantee inputs to CSR/CSM visit reports
- LSC responses to Competitive Grant Applications

X-axis: 0, 20, 40, 60, 80

Concerns About Changes to LSC Data Collection and Reporting

Feedback on LSC's data systems and response capabilities
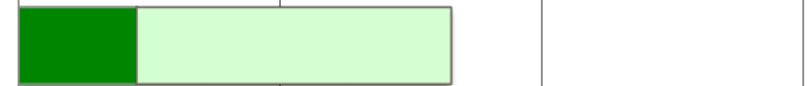
Categories (top to bottom):
- LSC program visits yield useful feedback
- Understand how LSC uses my data
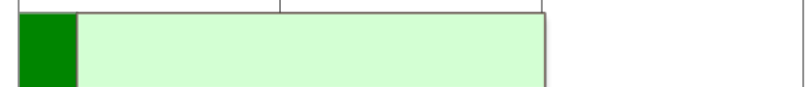- LSC data reporting not burdensome
- LSC responds usefully to GARs
- LSC data reporting systems efficient
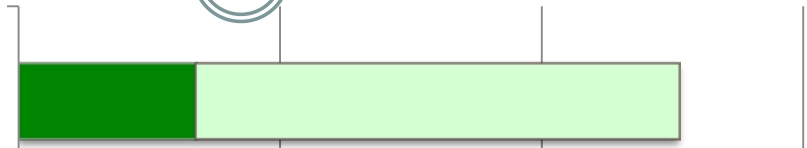
Legend:
- 5: Strongly agree
- 4: Agree

X-axis: 0, 20, 40, 60

LSC Needs To Improve

The survey indicates that too few grantees report that they are benefitting from interactions with LSC around major touch points like GARs and PQVs.

- Only 15% of respondents agree or strongly agree that LSC uses data from the GAR to provide useful feedback about program operations.
- 44% of respondents understand how LSC uses the data they submit to the organization.
- 50% of respondents agree that feedback from Program Quality Visits provides useful data.

Next Steps

Project Outputs

- Toolkit to support LSC grantees

- Improvements in LSC reporting system

Process from here

- Continue engaging with stakeholders

- Publish detailed analysis of all work to date

- Recommend selected and high value-add reporting measures