Legal Services Corporation
Technology Initiative Grant (TIG) Program
Evaluation Plan Form

Grantee name: Ubiquitous Legal Services   **TIG Grant number:** 11555
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Please note: This sample document is provided as a reference for TIG grantees preparing evaluation plans for online intake projects without substantial triaging components. (TIG staff developed another sample plan for online intake projects that do involve significant triaging.) **This document is provided only as a guide.** *It will not be sufficient for all online intake projects and may require refinements or different and/or additional information. In preparing their plans grantees should consult the evaluation planning and final reporting resources on the TIG website (http://tig.lsc.gov),including the archived evaluation planning webinar. Please direct questions regarding evaluation planning to Bristow Hardin, OPP Program Analyst, 202-295-1553, hardinb@lsc.gov.*

Project Goal: Increase low-income individuals' access to legal services and the program's operational efficiency by developing and implementing a new on-line intake system.

Project Objective:
Develop and implement an on-line intake system with an A2J interface that enhances clients' access to services by enabling clients to submit applications through the Web at any time. [Note: Projects utilizing an interface application other than A2J should make the appropriate changes throughout the document.]

Strategies / Activities:
- Develop and an A2J interview that enables applicants to easily enter necessary information into the application for the program's services
- Test system and make changes based on test results
- Implement on-line A2J intake and triage system

- Develop/implement evaluation surveys for on-line system applicants
- Develop/implement survey or other mechanism to obtain information from program staff regarding the system's effectiveness and efficiency
- Post a link to the on-line intake system on appropriate websites including the statewide website and program website
- Publicize on-line application

Evaluation Data:
- Description of most significant functionalities of the A2J intake system
- Description of test protocols, significant results and major changes based on test results
- Administrative data such as: (1) number of people using on-line application; (2) times of day online applications are filed; and (3) geographic data on online applications.
- User survey results re: ease of use, technical problems, suggestions for improvement, etc.
- Links to on-line intake form on statewide website and program website, if possible
- Description of publicity/outreach activities

Project Objective:
Improve effectiveness and efficiency of intake system by implementing system features that allow staff to import intake data from the online system into the client database/CMS.

Strategies / Activities:
- Develop and implement system with capacities identified in Objective 1 above.
- Develop and implement A2J-CMS interface that enables intake workers to efficiently transfer intake data from the online intake application into the client database/CMS
- Test A2J-Legal Server interface and make changes based on test results
- Develop a survey or other mechanism to obtain data from program staff and managers regarding: system effectiveness and efficiency of the A2J-CMS integration functionality

Evaluation Data:
- Description and specifications of A2J-case management system interface
- Interface test protocols, significant results and major changes based on test results
- Results of staff survey and other data from NJP staff and managers re: on-line intake system's impact on effectiveness and efficiency of intake functions
- Administrative data such as: (1) total intakes/total intake staff (FTEs) before and after system implementation; (2) average time per intake before and after system implementation; and (3) use information generated from telephone software regarding screener interview time savings

Project Objective:

Use additional project objectives to address additional components of the project, if any. These could include online applications in Spanish, integrated chat features, and priority access policies.

Strategies / Activities:

- List Strategies/Activities for these additional components.

Evaluation Data:

- List Evaluation Data.