

Data Analytics

Using Data You Have to Analyze Service Delivery

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As I joined the Foundation...

I asked each person a simple question,
“Tell me more about how things work
here...”

And I heard...

Lawyers Funding
Financials Process
Committees Mobile Board
Tech Grants Results Cases
ProBono Approval IOTA Bar
Auditors Gifts
Outcomes Collaborate

Sound data analysis begins with...

- Asking the right questions...

About organization policies and procedures

About data collection standards

About matching system and organization procedures



We are focused on analyzing...



- Data Standards

- Process Improvement

By asking the right questions in four key areas...

Four key data and process analysis areas...

Legal Aid
Grants

Legal Aid
Support

Legal Aid
Tech

Foundation
Systems

1) Legal Aid Grants

How can we collaborate more on delivery outcomes?

Closed Cases
&
Added Services

Staffing
&
Innovation

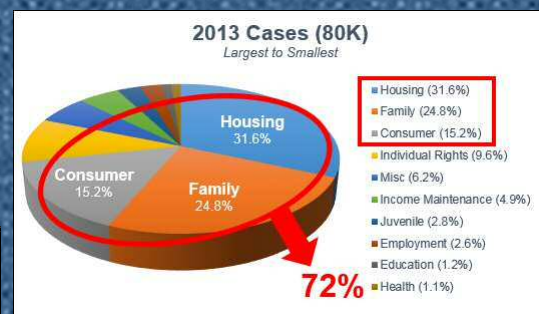
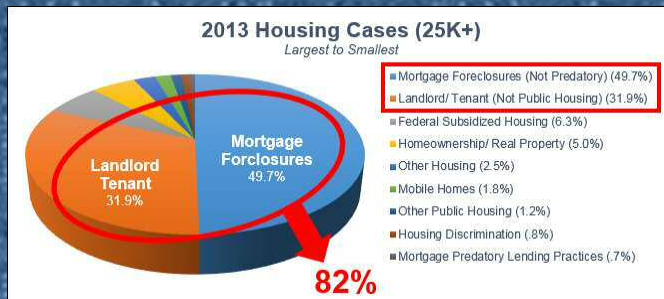
Data Standards
&
Process Improvement

We will be meeting with our
Grantees to analyze standards

plus...
Florida Commission
on Access to Justice

Example: Delivery Outcomes Analysis

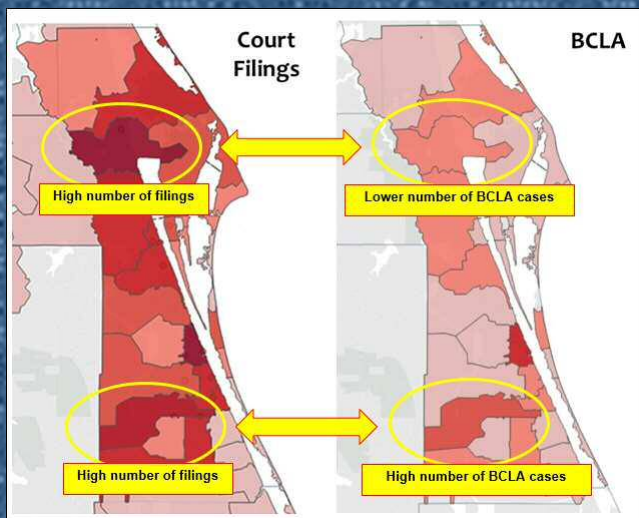
- 30 Grantees across Florida closed 80,000 cases in 2013



- How can case data inform and improve organization processes?

next...
How one organization
is analyzing case data

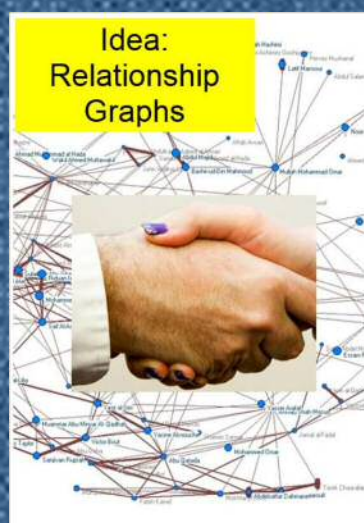
Example: Brevard County Legal Aid



Questions raised when correlating domestic violence court filings with BCLA cases

- How well does our case load correlate geographically to filings?
- What factors might impact geographic disparity?
- How do these results correlate to poverty rates?

Example: Brevard County Legal Aid



Exploring additional metrics

- Attorney connections to cases
 - Potential mentors or pro bono?
- Judicial patterns
 - Injunctions vs. settlement?
 - Case loads, time to resolution?
- BCLA scheduling
 - Correlate to filing patterns?
- Discussions with partners

2) Legal Aid Support

How can we collaborate more to increase donations?

Supporters
&
Major Donors

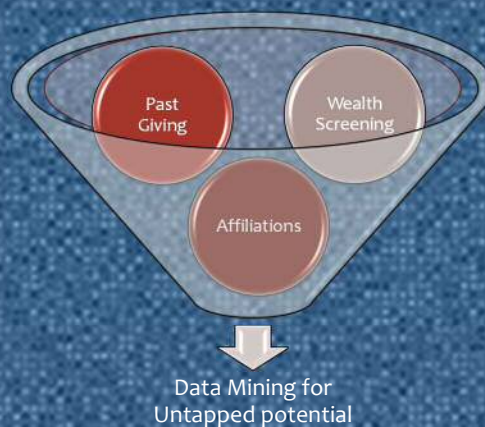
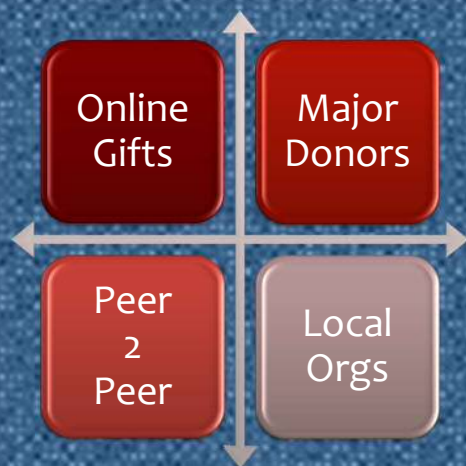
Appeals
&
Prospecting

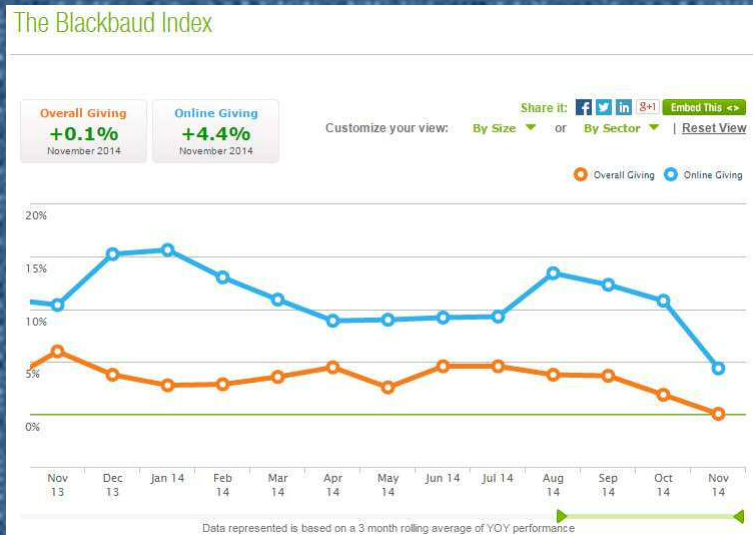
Data Standards
&
Process Improvement

We will be hosting a fundraising conference for our Grantees

plus...
Adding new online fundraising tools

Examples: Donations Analytics





3) Legal Aid Technologies

How can we encourage better use of technology?

Clients
&
Legal Assistance

People Info
&
Process Tracking

Data Standards
&
Process Improvement

We are providing initial funding
for a new Tech Entity

which will also...
Catalog tech use
from all 50 states

Examples: Technology Use Analytics

How would a single, statewide ATJ portal improve legal aid access?

How will today's technologies stay relevant for tomorrow's challenges?

How do other states use legal aid technologies?

4) The Foundation's Systems

How can we model best practices internally?

Lawyers, Fellows
&
Grantees

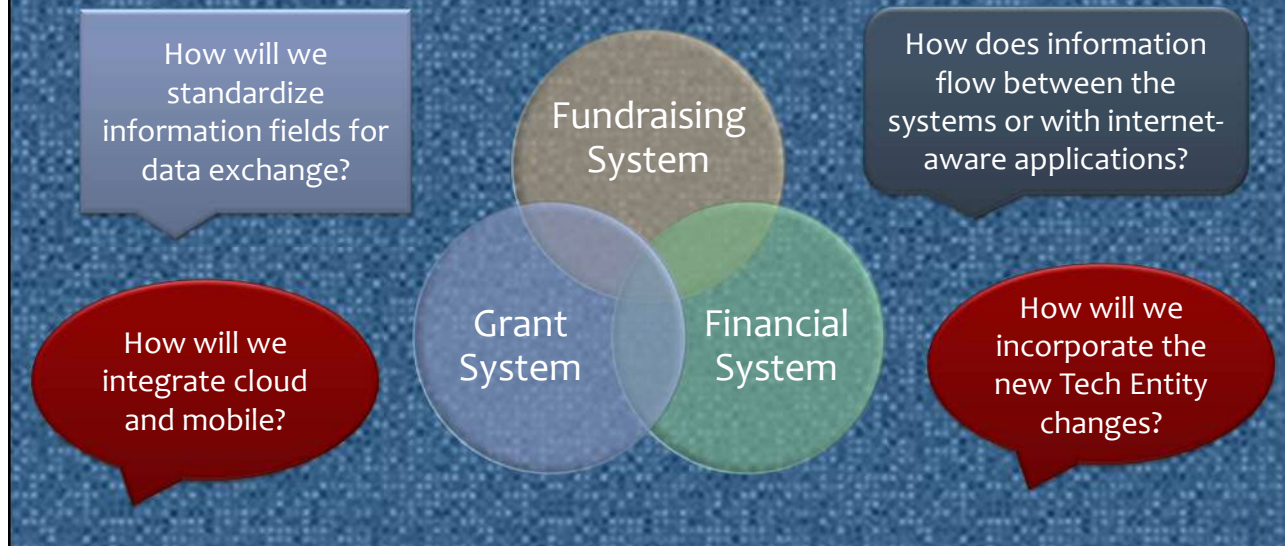
Committees
&
Board Activity

Data Standards
&
Process Improvement

We are analyzing our data quality and processes

plus...
Adding cloud and mobile processes

Examples: Data and Process Analytics



After the conference...

- What data-driven questions will you ask?

About your policies and procedures

About your data collection standards

About matching your systems and procedures

