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From: webmaster@lsc.gov on behalf of LSC - Legal Services Corporation: America's Partner for Equal Justice <webmaster@lsc.gov>
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To: LSC Strategic Plan
Subject: Form submission from: Comment Submission Form for LSC Board of Director's draft Strategic Plan for 2012-2016

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Submitted by anonymous user: [184.175.145.100] Submitted values are:

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Your comments:

I read with interest the LSC's Strategic Plan and applaud its focus on the goals of improving quality in delivery while serving as a major voice in the struggle for equal justice in the US.

As a attorney an former Executive Director with nearly four decades of legal services experience I encourage you to consider the implementation of an outcome based evaluation of the effectiveness of the legal services being provided across the country. The United Way has a long history of successfully using grantee developed outcomes to measure short term, medium range and long range outcomes for services they funded. The key here is to deeply involve each grantee in developing these measures but to have the grantor have significant input as well. This partnership insures that the priorities of both grantee and grantor can be addressed and focuses limited resources on the most effective activities. We were able to successfully utilize outcome measures in programs I managed in Detroit and Green Bay and, to a lesser extent in Holyoke, Massachusetts. They focused on outcomes in housing, domestic relations and homelessness but can be adapted to virtually any service. They also allow for cost comparisons between different systems of service delivery in different areas of law.

The use of outcome evaluation would support both the First and the Third Goal of your Strategic Plan. I would be glad to discuss outcomes further there is interest.

The results of this submission may be viewed at:

<http://www.lsc.gov/node/2233/submission/2932>