Sargent Shriver Civil Counsel Pilot Program
Evaluation Update

Implementation Committee Meeting

San Francisco, CA

December 14, 2015

Evaluation Update and Overview

- Review a brief history of major activities
- Update on recent activities, esp. those in 2015
- Snapshot of current status
- Overview of plans for final report

Shriver Evaluation Team

- Where's Mike?
- Kelly joined team 7/14, assumed PI role 1/15
- Current team members include:

  Theresa Herrera-Allen, Ph.D.

  Timothy Ho, Ph.D.

  Charlene Zil, M.P.A.

  Lisa Lucas, B.A.

  Mark Waller, B.A.

Brief History (2011-12)

Year	Primary Tasks
2011	Pilot projects funded; implementation began ~October
2012	Evaluation funded (April)
	1st round of site visits (to review case mgmt data systems)
	Consultation with sites about data collection
	Development of program services database
	Train site staff to use of program services database
	Data collection protocols finalized

2012 was largely about **planning**, formulating the study **design**, and determining data collection parameters and **protocols**.

Brief History (2013)

Year	Primary Tasks
2013	Deployment of program services database
	Random assignment of litigants at SD, Kern housing
	2nd set of site visits (processes, stakeholder perceptions)
	Interviews with randomly assigned litigants at SD, Kern
	Interviews with SF custody litigants (not random)
	Case file review for SF cases
	Site Narrative Report submitted to JC

2013 was largely about collection of **process data** and implementing **random assignment** at 2 housing sites.

Brief History (2014)

Year	Primary Tasks
2014	Case file review for SD and Kern cases
	Follow-up interviews with litigants at SD, Kern
	Analysis of program service data for housing (all sites)
	Analysis of case file review data for housing (SD, Kern)
	Analysis of follow-up interview data for housing (SD, Kern)
	Collection of cost data for housing
	Preliminary report on housing projects submitted to JC

2014 was largely about **analysis and reporting of housing project data** and receiving **feedback**.

2015 was Busy!

Year	Primary Tasks
2015	In-person meeting with housing projects to discuss findings
	Interviews with key stakeholders at all sites (re: goals, processes, impacts)
	Random assignment of litigants at LA housing
	Case file review for LA housing cases
	Collection of **court services data** for probate
	Establish pre/post sample for probate cases
	Case file review for SB probate cases
	Establish pre/post sample for SD custody cases
	Case file review for SD custody cases
	Clean/complete case file review data for SD and Kern housing and SF custody
	Collection of **cost data** for housing, custody, probate
	Exploration of court case management systems
	Collection of **longitudinal court-level data** for housing and probate

Multiple Sources of Data
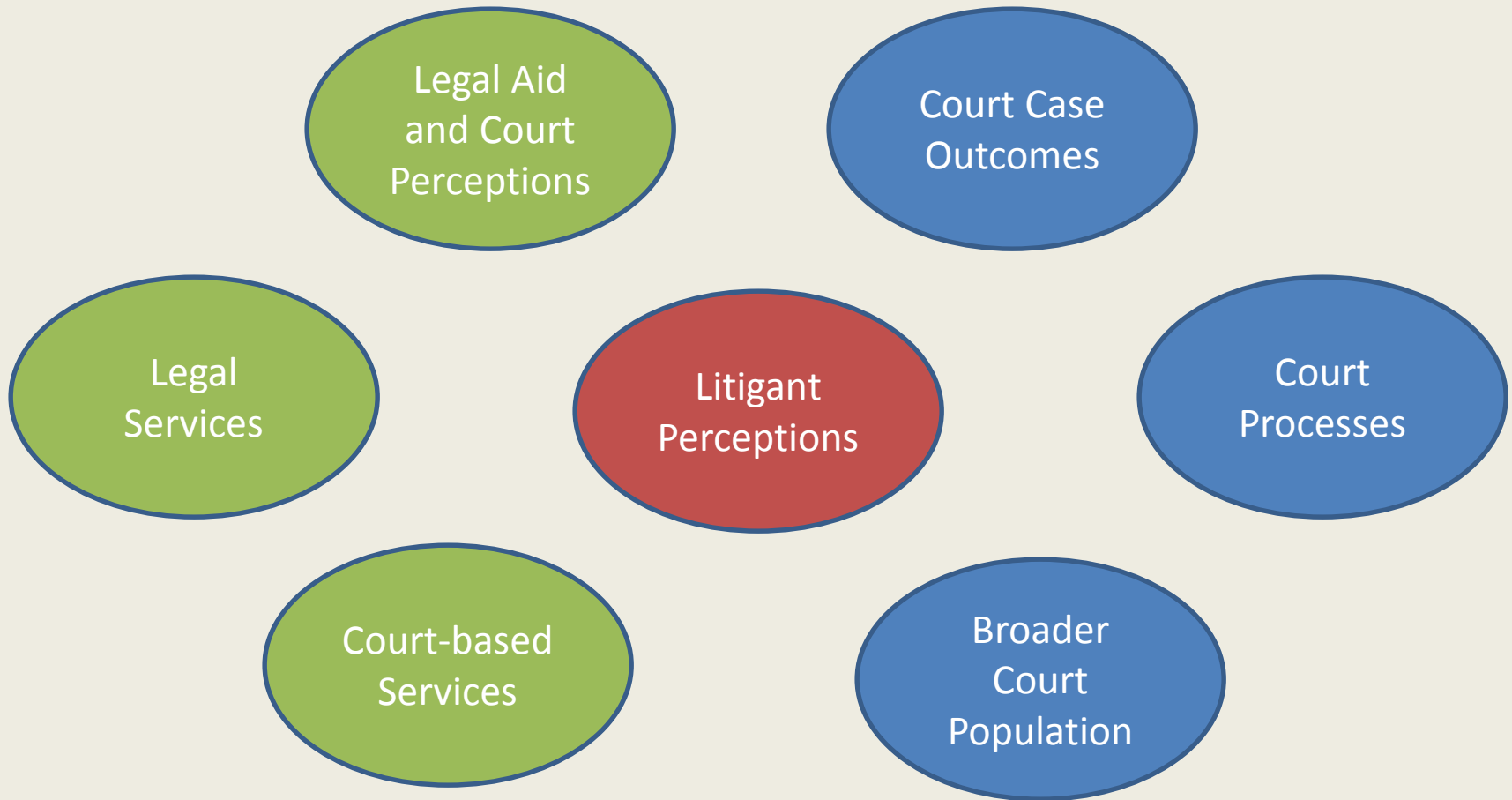
General Outline for Reporting

For each program type:

1. **Implementation** for all programs

2. **Outcomes**

  - Case-level (subset of programs w/ comparison grp)

  - Court-level (subset of programs w/ data)

3. Perceived **Impacts** for all programs

4. **Cost**

5. Existing **Need**

HOUSING

Housing: Implementation

What services were provided? To whom? What happened?

Individual summaries for all 6 programs:

- Contextual data on area (e.g., demographics, median income, rental market)

- Interview/site visit data on program model, eligibility and service structure, program goals

- Program Service Database (Legal Aid)

  – Client demographics, case characteristics, outcomes

  – Data for 18,871 clients (FR n = 10,038; LS n = 8,833)

- Court-based Service Data (when available)

Housing: Outcome Areas

Access to Justice

- Answers/responses filed; defaults; litigant perception of fairness

Case Outcomes

- Physical outcomes: Possession of unit; time to move-out, habitability and reasonable accommodation addressed

- Financial and other outcomes: Rent owed/waived; attorney's fees; neutral credit; neutral reference; case masked

- Resolution method: Rates of dismissals; settlements; trials

Court Efficiency

- Case age; rate of trials, settlements

Housing: Outcome Data

Case-level

Random assignment of over 400 litigants at 3 sites:

- Compare case file data for San Diego, Kern, LA

Shriver FR (n = 284)	VS.	Comparison (n = 148)

- Explore conditions under which services had biggest impact

Court-level

- Examination of court-level statistics across 5 years, before and during Shriver
  – Data submitted by 3.5 courts

Housing: Perceived Impact

What impact did Shriver services have?

Interviews with randomly assigned litigants at 2 programs:

- 1st interview (*n* = 132) – Perceptions of fairness, satisfaction with outcomes, procedural justice, case outcomes
- 2nd interview (*n* = 66) – Life events and needs since case closure, perceptions of impact of case on life

Interviews with key stakeholders at all 6 programs:

- Perceived impact of Shriver services on litigants, attorneys, landlords, and court

CHILD CUSTODY

Custody: Implementation

What services were provided? To whom? What happened?

Individual summaries for all 3 programs:

- Contextual data on area (e.g., demographics, median income)

- Interview/site visit data on program model, eligibility and service structure, program goals

- Program Service Database (Legal Aid)

  - Client demographics, case characteristics, outcomes

  - Data for 1,143 clients (FR n = 588; LS n = 555)

- Court-based Service Data (when available)

Custody: Outcome Areas

Access to Justice

- Both parties represented

Case Outcomes

- Custody/visitation orders relative to requests and prior status
- Other orders (e.g., substance abuse treatment, mental health counseling, restraining orders, parenting classes)
- Durability of orders within 2 years

Court Efficiency

- Number of hearings, trials, continuances; durability of orders

Custody: Outcome Data

Analysis of case level outcomes at 2 sites; no random assignment

Case-level Outcomes at San Diego

How does the combination of Shriver counsel and a Settlement Conference effect case outcomes and order durability?

Shriver FR + SetCon. (n = 55)	VS.	Comparison (n = 50)

Case-level Outcomes at San Francisco

Shriver FR (n = 25)	VS.	Comparison (n = 24)

Custody: Perceived Impact

What impact did Shriver services have?

Interviews with Shriver litigants at SF:

- 1st interview (*n* = 25) – Perceptions of fairness, satisfaction with outcomes, procedural justice, case outcomes

Interviews with stakeholders at all 3 programs:

- Perceived impact of Shriver services on litigants, attorneys, opposing parties, children, and court

PROBATE
GUARDIANSHIP/CONSERVATORSHIP

Probate: Implementation

What services were provided? To whom? What happened?

Program summary:

- Contextual data on area (e.g., demographics, median income)

- Interview/site visit data on program model, eligibility and service structure, program goals

- Program Service Database (Legal Aid)
  - Client demographics, case characteristics, outcomes
  - Data for 242 clients (FR n = 63; LS n = 179)

- Court-based Service Data for Probate Facilitator (n = 236)

Probate: Outcome Areas

Access to Justice

- Rates of cases completed (not withdrawn)
- Rates of participation by relevant parties
- Rates of activities to support petition (declarations, witnesses)

Case Outcomes

- Rate of guardianships/conservatorships granted, to whom and under what conditions

Court Efficiency

- Case age; number of continuances and hearings

Probate: Outcome Data

Case-level Outcomes

- Compare case file data for Shriver cases and comparison

Shriver FR (n = 48)	VS.	Probate Facilitator (n = 43)	VS.	Comparison (n = 47)

Court-level Statistics

- Examination of court-level statistics across 5 years, before and during Shriver

Probate: Perceived Impact

What impact did Shriver services have?

Interviews with stakeholders at SB program:

- Perceived impact of Shriver services on litigants, attorneys, children, families, and court

Cost Evaluation

1. **Program Costs** *– What was spent per case to provide services?*

Info from invoices and program service data from all programs

2. **Court Efficiency** *– Did Shriver services result in efficiencies in the processing of cases that will yield savings for the court?*

Case file review data for outcomes and time/resource estimates from court staff for programs with comparative case file data

— 3 housing programs, 1 custody program, 1 probate program

3. **Savings for System** *– Did Shriver services result in savings beyond the court?*

Interview data from litigants (when available), literature review

Current and Next Steps

- Continue to prepare data for formal analysis
  - Includes entering and inspecting data, handling missing data, recoding errant values, confirming questionable values with programs and JC
- Collect additional data as needed
- Complete literature review
- Conduct analysis of multiple datasets
- Engage programs, JC, and advisory board in review and revision process

Data Source	N	Cases Represented		# Programs Represented
		Shriver	Comparison	
Housing				
Program Service Data	18,871	Y	N	6
Case File Review	423	Y	Y	3
Litigant Interview	132	Y	Y	2
Litigant Follow-up Interview	66	Y	Y	2
Court-level Statistics				3.5
Program costs				6
Court Efficiency costs				3
Custody				
Program Service Data	1,143	Y	N	3
Case File Review	105	Y	Y	2
Litigant Interview	25	Y	N	1
Program costs				3
Court Efficiency costs				1
Probate				
Program Service Data	242	Y	N	1
Case File Review	93	Y	Y	1
Court-level Statistics				1
Program costs				1
Court Efficiency costs				1

Data Limitations & Challenges

- No outcome data for limited services clients

- Random assignment only for housing

- Case file review samples are relatively small for custody and probate

- Complexity of custody cases and outcomes
  - No measure for best interests of child

- Complexity of estimating potential longer-term and systems-level costs

Summary

- The interim report for the legislature is based largely on service and process data, because those data are available at this point.

- Data on outcomes, perceived impact, and cost are currently being prepped and analyzed.

- The final evaluation report in 2016 will include a summary of these analyses.

Contact

Kelly Jarvis, Ph.D.

Senior Research Associate

NPC Research

jarvis@npcresearch.com

(503) 243-2436 x108