ATTACHMENT 2 - CONTRACT TERMS
EXHIBIT C - WORK TO BE PERFORMED

1.   **SCOPE OF SERVICES**

2.1   **Scope and Objectives of the First Term - Design of the Evaluation Project**

2.1.1   Outline of data collection responsibilities

Overall objective
- Contractor will be expected to collect electronic data from all nine pilots and their corresponding court partners. Data elements will include case-level data on clients, services provided, and service providers.

Current data collection systems and expertise
- Pilots use several different case management systems.
- Pilots already collect and provide data electronically to a variety of grantors, including the legal services corporation. See *Attachment 8, Basic Data Elements Collected by Legal Aid Providers' Case Management Systems* for an outline of data pilots are currently mandated to collect by case type.
- Most pilots serving housing cases have case management systems flexible enough to integrate new data elements for the study. Most pilots serving custody or guardianship cases do not have this capability.
- Data collection systems in the courts vary widely, and are generally not modifiable.
- All pilots have budgeted for clerk data entry time.

Expectations for data collection infrastructure designed by contractor
- Data collection systems should include the capacity to collect data in a centralized database at multiple sites. Potential sites for data entry include the court, where screening and intake interviews may take place; the legal services office, where attorneys and data entry staff may enter information from hard copy intakes; the offices of partner programs and the offices of pro bono attorneys who need the ability to enter information.
- All housing pilots will serve over 1,000 to 5,000 clients per year.
- Most custody pilots will serve fewer than 500 clients per year.
- Contractor will work with housing pilot technical staff to assist in modifying current case management systems to incorporate data elements for evaluation.
- Contractor will design a web-based data collection system for the legal services agencies acting as partners or conflict attorneys to the housing pilots.
- Contractor will design a web-based data collection system for the custody and guardianship pilots and partners.
- Contractor will design a simple web-based data collection system for court staff to use in collecting basic case information.
- Quality control and follow up

- During the two years of the evaluation, contractor is expected to use data analysis tools to consolidate pilot and court data files, review the files for completeness and consistency, and provide feedback on data quality to the pilots.
- Contractor must work with an assigned staff person in each pilot program to provide data collection and data entry training throughout the life of the project. This will preferably be done through regular webinars or other on-line tools.
- Contractor is expected to provide technical assistance in troubleshooting data collection software problems.

2.1.2 Review of draft data collection instruments. Contractor will review and edit data collection instruments. Outcome measures are currently under development for the pilot programs.

Possible measurement items for housing programs include:

   a. Case criteria (UD complaint (or early mediation), Client is unrepresented party, other party is represented, client meets low income guideline)
   b. Client characteristics (Demographics, Socio-economic profile, family/ household affected by complaint or issue; Risk of homelessness
   c. Other risk factors (disability, loss of mental health services, other))
   d. Client representation or assistance received (Attorney, court-based self-help services, other services
   e. Basis for complaint
     - Nonpayment
     - Habitual late payment
     - Nuisance
     - Foreclosure of landlord
     - Foreclosure of Tenant
     - 60-day notice
   f. Mediation/settlement before filing
   g. Answers (default, fee waiver, answer filed, responsive pleading other than answer upon receipt of complaint [including motions to quash],dismissed upon filing of responsive motion/ demurrer, Lost responsive motion/demurrer and filed answer, at-issue memoranda (notices to set for trial) filed)
   h. Key dates and events in the case (Client referral, Screening interview, Filing, Pre-trial Motions, Judgment, Trial, Settlement agreement, Mandatory settlement conference, Issuance of writ of possession, Dismissal, Post-trial motions, Mediation)
   i. Settlement before trial
     - informal negotiation
     - mediation or conference
     - negotiation day-of-trial
   j. Delays
     - Reasons for hearing delays.
   k.Terms of judgment

- Judgment for tenant
- Judgment for landlord
- Reduction in rent, cost, fees
- Other court order

l. Terms of settlement
- Pay and stay
- Preserved private housing
- Preserved project-based, subsidized housing
- Preserved rent controlled housing Rent reduction prospective or retrospective)
- Agreed to repairs
- Agreed to reasonable accommodations
- Physical disability
- Mental disability Other

m. Move out
- Gained time to move
- Preserved Section 8 voucher
- Obtained rent/cost/fees waiver
- Obtained relocation benefits
- Client avoided homelessness
- Record sealed
- Helped client escape an unsafe environment (Domestic violence, bad habitability and crime)
- Code enforcement

n. Client feedback

o. Client living situation on follow-up
- Violations of housing code abated
- Measures of housing stability
- Assessed risk of homelessness

p. Income, children in same school, health impacts, access to social services

2.1.3 Data collection points -- Housing
Data collection will take place at these points in the case:
- Client screened for program
- Intake interview or other process for client
- Court and other dispute resolution events (including)
- Final hearing or other event and case outcome
- Follow up interview with client 3 or 6 months later

2.1.4 Child custody programs
Outcome measures are currently under development for the pilot programs. Possible measurement topics for child custody programs include:

a. Target population served
b. Timely provision of early services

- Timeliness of triage, meeting with attorney, restraining order hearing, case conferences, mediation, workshops, custody hearing
- Timeliness of child support and self help services
- Impact on court processes
- Timeliness of referral to social services

c. Quality of early services
d. Increase in early stipulations, agreements on issues in mediation, mediated agreements changed/not changed at hearing, completion of education programs
e. Use in case of minors counsel or court-ordered evaluation
f. Client, attorney assessment of reduction in acrimony
g. Quality of case planning and orders
h. Restraining order issued (if relevant)
i. Quality of safety planning (if relevant)
j. Quality of case planning: custody orders, time sharing and visitation
k. Quality of case planning: relevant services ordered and use of step-up-plans
l. Long term success of case plan and orders
m. Adherence to safety plan
n. Adherence to custody order and time share plan
o. Adherence to services ordered and step-up-plans
p. Achieve returns to court or service ordered in the case plan
q. Level and assessment of modifications requested/returns to court

2.1.5   Data collection -- Custody
Data collection will take place at these points in the case:
- Client identified for program by court or referred to program
- Client screened for program
- Intake interview or other process for client
- Hearing related events
- Other court-related events including mediation and education services
- Other pilot program related events including meetings with social workers

2.1.6 Final court orders
- Follow up interview with client 3 or 6 months later

2.1.7 Court Services
Implement data collection instruments in each court's existing data collection system, or provide auxiliary system for programs.

Court services that require data entry include the court self-help centers, who will be asked to flag members of the public referred to the pilot program, and court staff providing direct services in the program.

2.1.8   Develop and implement a system for collecting personal information from clients and surveying them six months after case is concluded.

Contractor must devise a system integrated with the pilot program data collection system to identify randomly clients for long-term follow up. In the First Term, the sample should include no fewer than 50 clients from each housing program and 25 clients from each child custody program. Contractor will be responsible for maintaining a database to keep client contact information updated and to contact and interview any clients in the sample for whom a period of 90 days has elapsed since the final court order.

2.1.9   Oversee data collection in the field and provide feedback to programs on data quality; oversee corrections of data.

Evaluator must have a system to monitor on-going data entry for completeness and internal consistency, and provide timely feedback to pilot programs on cases that need review and editing.

2.1.10 Provide basic tabulations of data and databases to Contract Administrator at intervals specified in contract.

2.1.11 Work with pilot projects to identify and resolve issues around data security, confidentiality of data, and consent to data gathering from clients. The development of the data collection system will require attention to several issues of data security:

(1) All case data must be confidential in the database. In particular, case data must either be accessible in the database only to the client's representative and program data entry staff; or mirror systems must be provided so attorneys and programs handling conflicts cannot have access to data on the client.

(2) Case notes and other data elements reflecting attorney/client privilege must not be accessible to the evaluator.

(3) Evaluator must provide a consent process for clients who will be followed up for interviews.

2.2.   **Scope and Objectives of the Second Term** - **Design of additional evaluation components to be implemented.**

2.2.1   Design comparative evaluation studies that will be implemented by two housing case legal services pilots, and two child custody case legal services pilots.

This component of the study is envisioned as experimental design evaluations of samples of clients in the pilot programs. The evaluator is expected to design methods that will yield useful comparative data on the pilot program services, and work with stakeholders to get their feedback on the project and address any barriers to implementing the studies.

Proposers are advised to consider the following in preparing this part of the proposal:

- Extensive experience with the design and implementation of experimental studies of legal services is an absolute requirement, either of the lead evaluator or a sub-contractor.
- Proposals should give examples of evaluation hypotheses that will yield useful information on the success of the programs.
- Proposals should address a relatively small set of measurable outcomes and give some indication of sample sizes required to measure them.
- Proposals should display a grasp of the range of evaluation methods available and their suitability for different outcomes and contexts.
- Proposals should display an understanding of the importance of court and legal services community support for experimental studies, and include a clear plan for informing the stakeholders and gaining support.

2.2.2   Potential questions for experimental evaluation component

- Was the pilot effective in changing the number and proportion of positive case outcomes for the population it serves? (A very limited set of example measures includes increase in tenants able to stay in housing, avoidance of adverse credit reports for tenants, improvement in housing stock; improvement in quality of visitation orders, improvement in safety for persons in custody cases.)
- What was the relative effectiveness of the services provided by the pilot? (For the outcomes studied, was there a measurable difference among different levels of service: full representation, partial representation, self-help services.)
- How effective was the screening process used by the pilot? (Was the pilot successful in identifying cases that would benefit from representation vs. cases more likely to benefit from self-help services?)
- Did the pilot succeed in improving court operations? (Example measures include trips to the clerk's window, hearings held within a certain period.)

2.3   **First Term Deliverables and Due Dates:** The Contractor will be asked to do the following, by the dates listed to the right of the deliverable:

2.3.1   **Deliverable 1**: **Review data collection and outcomes**

Deliverable 1	Due Date
First in-person meeting with Contract Administrator. Finalize project plan for Contractor. Review data collection instruments. Hold conference calls with directors of housing pilot programs and child custody pilot programs.	April 30, 2012
Provide edited data collection instruments to Contract Administrator.	

2.3.2   **Deliverable 2: Design data collection systems**

Deliverable 2	Due Date
Technical staff reviews all pilot program data collection systems. Work with developers to integrate additional data elements into systems. Create additional web-based data collection systems as needed.	May 30, 2012
Provide table of programs with required data system modifications, enhancements and new development and timeline to implement in each program to Contract Administrator.	

2.3.3   **Deliverable 3**: **Implement data collection in field**

Deliverable 3	Due Date
Visit all sites to implement and trouble shoot data collection, train users, monitor activity.	June 30, 2012
Provide table of programs with statistics on data collected to Contract Administrator.	

2.3.4   **Deliverable 4: Monitor data collection**

Deliverable 4	Due Date
Continue implementing and monitoring data collection. Use electronic system to check completeness and consistency of data and provide feedback to programs.	July 30, 2012
Provide de-identified cumulative data set to Contract Administrator.	

2.3.5   **Deliverable 5**: **Continue data collection. Comparative study design.**

Deliverable 5	Due Date
Conduct focus groups and qualitative research for comparative study design. Continue implementing and monitoring data collection. Use electronic system to check completeness and consistency of data and provide feedback to programs.	August 30, 2012
Provide de-identified cumulative data set to Contract Administrator.	

2.3.6   **Deliverable 6**: **Continue data collection. Comparative study design.**

Deliverable 6	Due Date
Conduct focus groups and qualitative research for comparative study design. Continue implementing and monitoring data collection. Use electronic system to check completeness and consistency of data and provide feedback to programs.	September 30, 2012
Provide de-identified cumulative data set to Contract Administrator.	

2.3.7 **Deliverable 7: Continue data collection. Comparative study design**

Deliverable 7	Due Date
Submit written draft comparative study design to Contract Administrator. After discussion, begin review with projects and stakeholders. Continue data quality assurance and technical troubleshooting.	October 30, 2012
Provide de-identified cumulative data set to Contract Administrator.	

2.3.8 **Deliverable 8: Continue data collection. Comparative study design**

Deliverable 8	Due Date
Continue review of comparative study design with projects and stakeholders. Continue data quality assurance and technical troubleshooting.	November 30, 2012
Provide de-identified cumulative data set to Contract Administrator.	

2.3.9 **Deliverable 9: Continue data collection. Comparative study design**

Deliverable 9	Due Date
Submit written final comparative study design to Contract Administrator. Continue data quality assurance and technical troubleshooting.	December 30, 2012
Provide de-identified cumulative data set to Contract Administrator.	

2.4 **Second Term Deliverables and Due Dates in the** *Second Term*: The Contractor will be asked to do the following, by the dates listed to the right of the deliverable:

2.4.1 **Deliverable 10: Continue data collection. Finalize comparative study**

Deliverable 10	Due Date
Continue data quality assurance and technical troubleshooting. After consultation with JBE, finalize comparative design, meet with pilots, and obtain any necessary local human subjects clearances in the courts.	January 30, 2013
Provide de-identified cumulative data set to Contract Administrator.	

2.4.2 **Deliverable 11: Continue data collection. Launch comparative study**

Deliverable 11	Due Date
Continue data quality assurance and technical troubleshooting. Oversee first month of randomized case assignment and data collection for comparative study.	February 28, 2013
Provide de-identified cumulative data set to Contract Administrator.	

2.4.3   **Deliverable 12: Continue data collection. Oversee comparative study**

Deliverable 12	Due Date
Continue data quality assurance and technical troubleshooting. Oversee second month of randomized case assignment and data collection for comparative study.	March 30, 2013
Provide de-identified cumulative data set to Contract Administrator Provide de-identified comparative study data sets to Contract Administrator.	

2.4.4   **Deliverable 13: Continue data collection. Oversee comparative study**

Deliverable 13	Due Date
Continue data quality assurance and technical troubleshooting. Oversee third month of randomized case assignment and data collection for comparative study.	April 31, 2013
Provide de-identified cumulative data set to Contract Administrator Provide de-identified comparative study data sets to Contract Administrator.	

2.4.5   **Deliverable 14: Continue data collection. Oversee comparative study**

Deliverable 14	Due Date
Continue data quality assurance and technical troubleshooting. Oversee fourth month of randomized case assignment and data collection for comparative study.	May 31, 2013
Provide de-identified cumulative data set to Contract Administrator Provide de-identified comparative study data sets to Contract Administrator.	

2.4.6   **Deliverable 15: Continue data collection. Oversee comparative study**

Deliverable 15	Due Date
Continue data quality assurance and technical troubleshooting. Oversee fifth month of randomized case assignment and data collection for comparative study. Conduct preliminary analysis of comparative study data.	June 30, 2013
Provide de-identified cumulative data set to Contract Administrator Provide de-identified comparative study data sets to Contract Administrator. Provide preliminary analysis of comparative study data.	

2.4.7 **Deliverable 16: Continue data collection. Oversee comparative study**

Deliverable 16	Due Date
Continue data quality assurance and technical troubleshooting. Oversee sixth month of randomized case assignment and data collection for comparative study. Conduct preliminary analysis of comparative study data.	July 30, 2013
Provide de-identified cumulative data set to Contract Administrator Provide de-identified comparative study data sets to Contract Administrator. Provide preliminary analysis of comparative study data.	

2.4.8 **Deliverable 17: Continue data collection. Oversee comparative study**

Deliverable 17	Due Date
Continue data quality assurance and technical troubleshooting. Oversee seventh month of randomized case assignment and data collection for comparative study. Conduct preliminary analysis of comparative study data.	August 30, 2013
Provide de-identified cumulative data set to Contract Administrator Provide de-identified comparative study data sets to Contract Administrator. Provide preliminary analysis of comparative study data.	

2.4.9 **Deliverable 18: Continue data collection. Oversee comparative study**

Deliverable 18	Due Date
Continue data quality assurance and technical troubleshooting. Oversee eighth month of randomized case assignment and data collection for comparative study. Conduct preliminary analysis of comparative study data.	September 30, 2013
Provide de-identified cumulative data set to Contract Administrator Provide de-identified comparative study data sets to Contract Administrator. Provide preliminary analysis of comparative study data.	

2.4.10 **Deliverable 19: Continue data collection. Oversee comparative study**

Deliverable 19	Due Date
Continue data quality assurance and technical troubleshooting. Oversee ninth month of randomized case assignment and data collection for comparative study.	October 30, 2013
Provide de-identified cumulative data set to Contract Administrator Provide de-identified comparative study data sets to Contract Administrator.	

2.4.11 **Deliverable 20: Continue data collection. Oversee comparative study**

Deliverable 20	Due Date
Continue data quality assurance and technical troubleshooting. Oversee tenth month of randomized case assignment and data collection for comparative study.	November 30, 2013
Provide de-identified cumulative data set to Contract Administrator Provide de-identified comparative study data sets to Contract Administrator.	

2.4.12 **Deliverable 21: Continue data collection. Analyze comparative study data**

Deliverable 21	Due Date
Produce final statistical reports on project data collection. Produce final reports on comparative study data collection.	December 30, 2013
Provide de-identified cumulative data set to Contract Administrator. Provide de-identified comparative study data sets to Contract Administrator. Provide statistical report on pilot project data collection. Provide final report on comparative study data collection.	

END OF EXHIBIT C