NCJRS
National Criminal Justice Reference Service

Office of Justice Programs
BJA BJS NIJ OJJDP OVC SMART

The author(s) shown below used Federal funding provided by the U.S. Department of Justice to prepare the following resource:

Document Title:	**What Constitutes Success? Evaluating Legal Services for Victims of Crime, A Formative Evaluation, Webinar, 2021**
Author(s):	**Kris Lugo-Graulich, Meg Garvin**
Document Number:	**304986**
Date Received:	**July 2022**
Award Number:	**2018-ZD-CX-0004**

This resource has not been published by the U.S. Department of Justice. This resource is being made publicly available through the Office of Justice Programs' National Criminal Justice Reference Service.

Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

JRSA

State analysts turning data into policy

What Constitutes Success? Evaluating Legal Services for Victims of Crime A FORMATIVE EVALUATION

Webinar: November ###, 2021

Kris Lugo-Graulich
Senior Research Associate
Justice Research and Statistics Association
KLugo@jrsa.org

Meg Garvin
Executive Director & Clinical Professor of Law
National Crime Victim Law Institute
Garvin@LClark.edu

Justice Research and Statistics Association
1000 Vermont Avenue NW, Suite 450
Washington, DC 20005
(202) 842-9330
www.jrsa.org

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Acknowledgements

This work was produced under grant number 2018-ZD-CX-0005 awarded by the National Institute of Justice, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this presentation are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

The Partnership

Kris Lugo, Senior Research Associate at JRSA is the PI on the project.

Many thanks to NCVLI along with the subject matter experts and pilot sites!

JRSA
Justice Research and Statistics Association

NATIONAL CRIME VICTIM LAW INSTITUTE

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Webinar Agenda

Introductions

Background and Process

The Model: What Constitutes Success in Legal Services?

The Formative Process with 3 Victims' Rights Enforcement Legal Services Clinics

Lessons Learned and Reminders

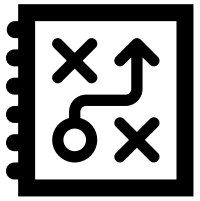
Further Resources Available

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Project Relevance

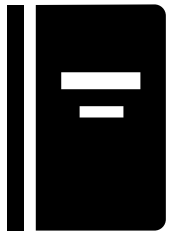
OFFICE FOR VICTIMS OF CRIME VISION 21

- Prioritized crime victims
- Emphasis on victims' rights enforcement



LACK OF SYSTEMATIC EVALUATION

- What works
- Rights on paper vs. rights in practice
- Costs and benefits



LACK OF STANDARD OF CARE

- Roadmap for practitioners
- Best practices
- Standardized procedures

LACK OF PROGRAM EVALUATION

- Whether services are working
- How victims define a successful outcome

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Research Questions

1. How can "effectiveness" of a legal services program for victims of crime be defined?
2. What inputs, activities, outputs, and outcomes should be measured to evaluate the effectiveness of a legal services program?
3. What systems and data are needed to evaluate a legal services program?

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Stage 1: Developing the Conceptual Model

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

What is a Conceptual Model?

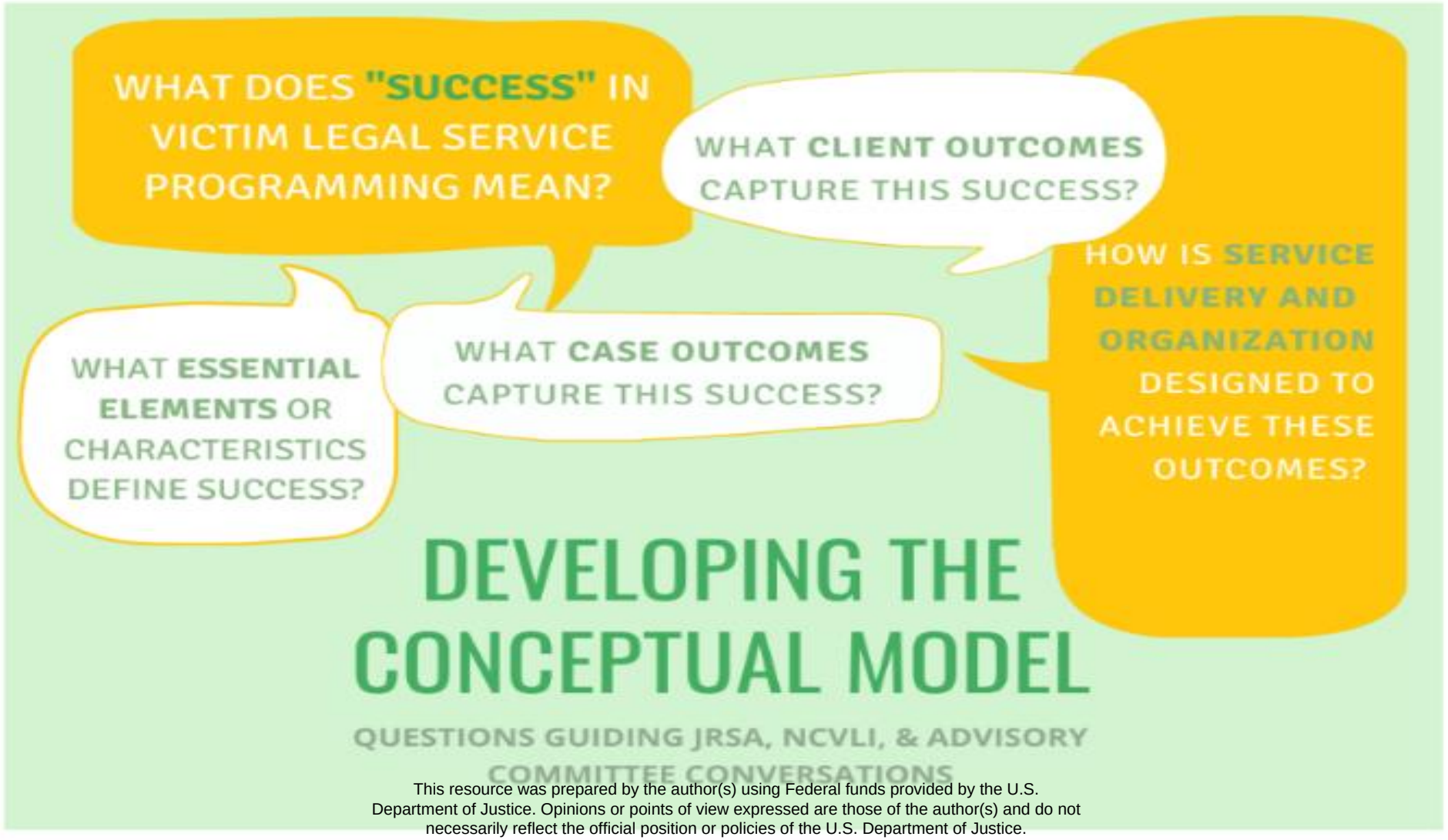
Conceptual model: illustrates the ***pathways*** to achieving program outcomes

Theory of change: explains ***how*** program activities are believed to produce those outcomes

- ***Why a Conceptual Model for Victim Legal Services?***

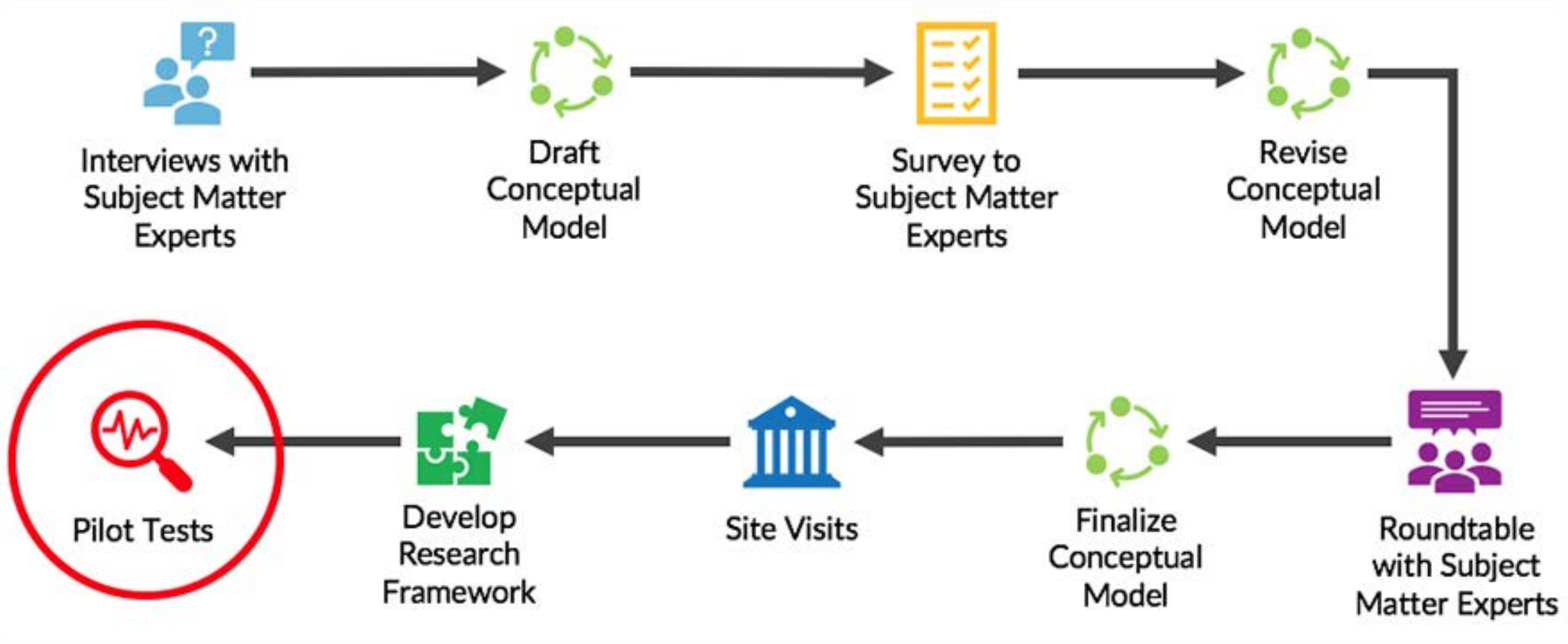
This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

How do you build one?



This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

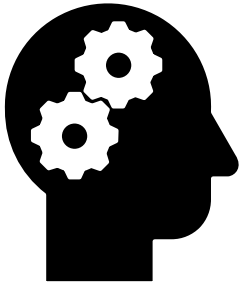
Project Methodology



This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Model Considerations

Outcomes are achievable for individuals



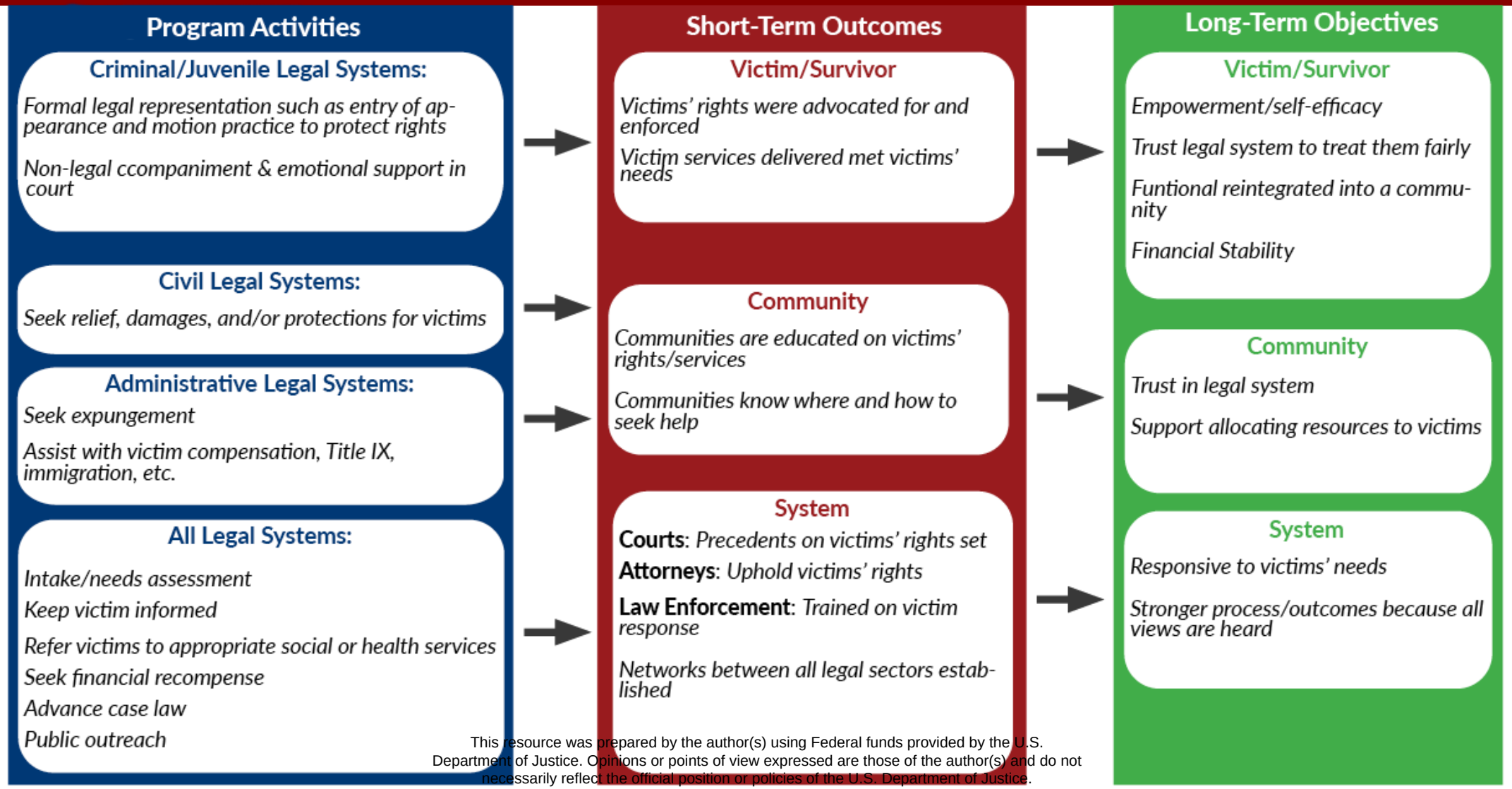
Objectives are ideals to strive for

This conceptual model is limited to legal services

Providers can customize the model

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

High Level Model



This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Theory of Change

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Stage 2: Formative Work with 3 Victims' Rights Legal Clinics

Oregon Crime Victims' Law Center (OCVLC)

Maryland Crime Victims' Resource Center (MCVRC)

Arizona Voice for Crime Victims (AVCV)

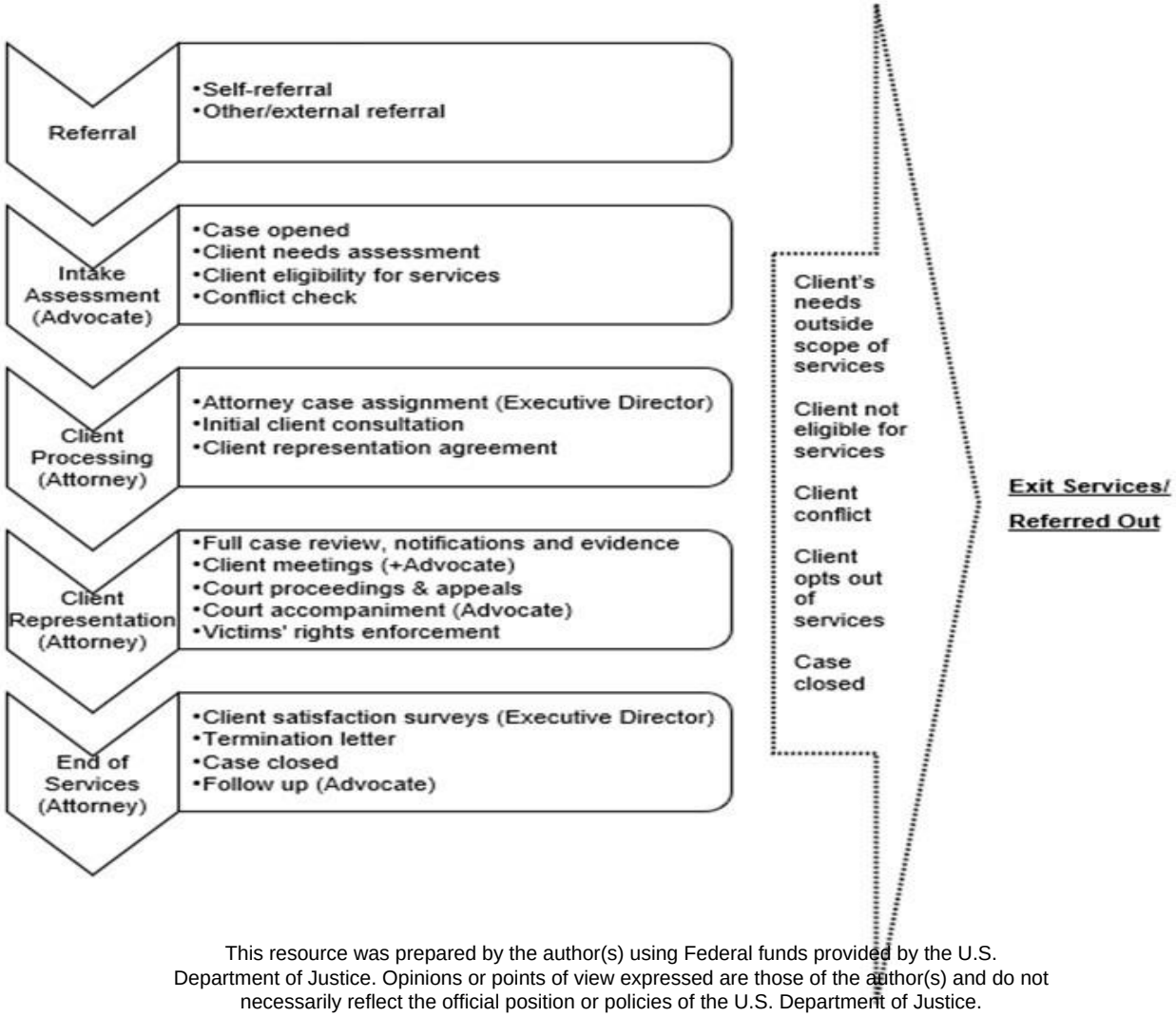
This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Formative Evaluation Process

- Develop Conceptual Model
- Site visits and interviews to learn about programs
- Create program-specific logic models, process flows
- Identify measures to collect outcome data
- Prepare data collection tools and reporting mechanisms
  - Client survey
  - Organizational data (CMS)
- Test data collection over pilot period
- Evaluate results, determine readiness for evaluation

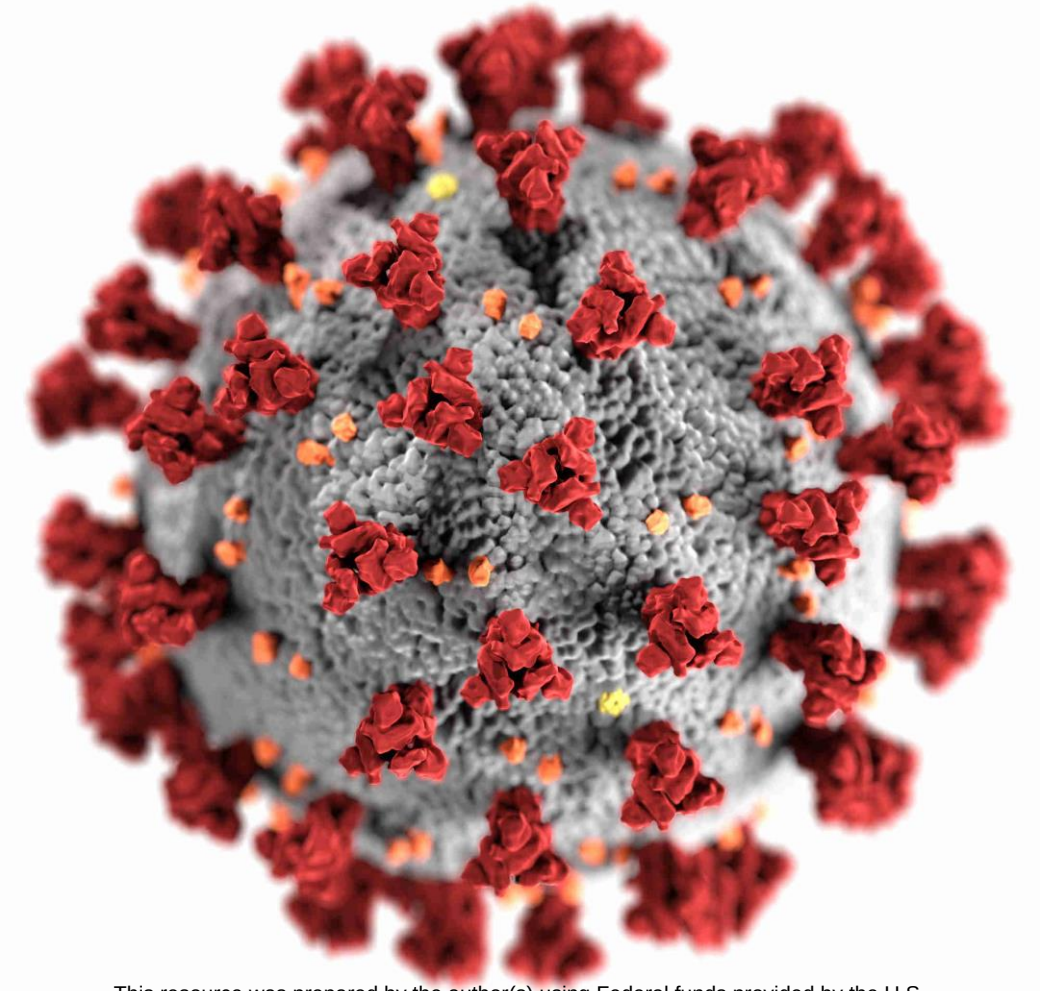
This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Create Process Flows



This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Incorporating the Unexpected



This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Steps in Analysis

Purpose: to assess data for utility for future evaluation

- Data Completeness, Validity, Reliability
- Conceptual Validity – *does this data tell us what we want to know?*
  - Including comparing multiple measures for same concept – *which ones work better?*
- Fidelity Testing – *will the data collected work to do it?*
- Evaluability Assessment

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Key Questions: Are these program ready?

Requirements for the effective conduct and use of evaluation:

1. Agreement on realistic program goals given its design, resources, and activities;
2. Agreement on criteria for measuring program performance;
3. Availability of data and information to measure program performance;
4. Ability and willingness to use evaluation results and agreement on *how* they should be used.

Wholey, et al., (1986; 2004)

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Evaluation Lessons Learned and Reminders

JRSA
Justice Research and Statistics Association

NATIONAL CRIME VICTIM LAW INSTITUTE

&

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Lesson Learned #1

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Lesson Learned #2

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

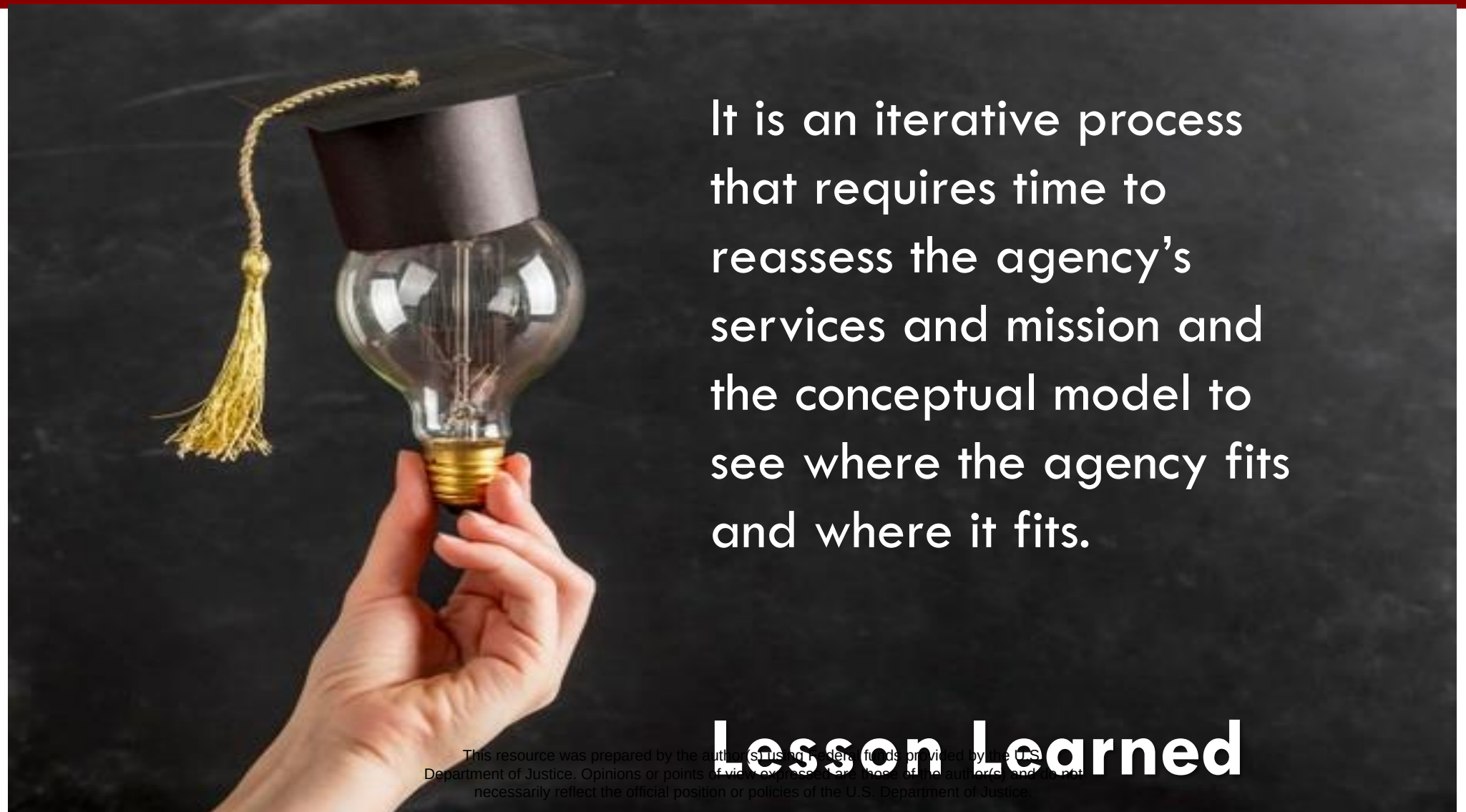
Lesson Learned #3

Lawyers/legal service providers may assess services in relation to the conceptual model to determine if the service or model needs adjustments during the evaluation process.

Reminder

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Lesson Learned #4



This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Outcome Eval Designs under Consideration

- Quasi-experimental designs using:
  - Propensity Score Matching or
  - Matched Comparison Groups
- Interrupted Time Series Design
- Pre-test, post-test

…further exploration to occur during process evaluation

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

… but what about the unexpected?

Did the model still work even while the COVID-19 pandemic changed the established service delivery processes AND the criminal justice system???

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

What Can You Use the Conceptual Model For?

Program Design

Program Evaluation

Telling your story to stakeholders and funders

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Discussion

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Thank you!

For more information:

- Visit www.jrsa.org/projects/legal-services.html
- Read and download additional resources

Kris Lugo-Graulich
Justice Research and Statistics Association
KLugo@jrsa.org

Meg Garvin
National Crime Victim Law Institute
Garvin@LClark.edu

Justice Research and Statistics Association
1000 Vermont Avenue NW, Suite 450
Washington, DC 20005
(202) 842-9330
www.jrsa.org

This resource was prepared by the author(s) using Federal funds provided by the U.S. Department of Justice. Opinions or points of view expressed are those of the author(s) and do not necessarily reflect the official position or policies of the U.S. Department of Justice.

Program Activities*

Legal Services Providers

- **Criminal/Juvenile legal systems**
  - Provide legal representation
    - Promote victims' interests & desires
    - Protect/seek enforcement of victims' legal rights
  - Provide accompaniment & support in court
- **Civil legal systems**
  - Seek relief, damages, &/or protections for victims
    - Examples: protective orders, family law, housing & benefits advocacy, employer advocacy, collecting restitution, securing civil damages, defense against countersuits or misuse of legal system against victim by the defendant
- **Administrative legal systems**
  - Seek expungement & vacatur of records
  - Assist with victim compensation applications & appeals
  - Assist with Title IX enforcement/campus proceedings
  - Assist with immigration legal needs
  - Public benefits assistance
  - Re-entry assistance for victims who were incarcerated
- **All Legal Systems**
  - Conduct comprehensive victim intake/needs assessments
  - Keep victim informed throughout the case
  - Refer victims to appropriate social or health/mental health services, to internal personnel or other providers.
  - Maintain active networks with complementary legal providers & other victim service providers
  - File appeals, amicus briefs
  - Conduct public outreach & education on victims' rights/remedies
- Document issues with implementation of victims' rights
- Trainings for victim-involved stakeholders

Program Outcomes (Short-Term)

Victim/Survivor Outcomes

- **Victim reports understanding their rights**
- **Victim reports having/understanding available legal options**
- **Victim reports being informed about status of case**
- **Victim reports being given clear expectations about processes & possible outcomes**
- **Victim reports feeling their views were represented**
- **Victim receives services tailored to their expressed needs**
- **Victim has financial & resource losses minimized**
- **Victim reports feeling protected from additional trauma due to legal participation**
- **Victim receives outcomes they perceive as just**

Community Outcomes

- **Communities are educated about victims' rights**
- **Communities are educated about victim options to seek legal & social services assistance**
- **Communities understand harms of crime**

System Outcomes

- **Courts**
  - Case law developed
  - Courts are informed about victim rights
  - Victim rights enforced & victim rights violations reduced
- **Attorneys**
  - Legal actors in all sectors informed about victims' rights
  - Legal actors accountable for upholding victims' rights
  - Policy/practice in place for victim support referrals
- **Law Enforcement**
  - Law enforcement is informed about victims' rights
  - Law enforcement violations of victims' rights are reduced
- **Networks established/MOUs in place between legal sectors**
- **Education and outreach materials readily available**

Long-Term Objectives: Wellbeing for Victims/Survivors

Victim/Survivor Objectives

- **Empowerment & self-efficacy**
- **Increased trust in legal system to operate fairly**
- **Survivors & families integrated into a supportive community**
- **Improved/restored financial stability**
- **Improved health and mental health**
- **Reduced vulnerability to crime**

Community Objectives

- **Communities believe that the justice system recognizes and enforces victims' rights**
- **More community members believe they will be treated well & fairly if they report crime**
- **Communities support use of resources/tax dollars to help victims & prevent crime**

System Objectives

- **Legal systems more responsive to victims' needs, providing a holistic approach to service provision**
  - Strong, multidisciplinary collaborations & victim response procedures exist between all relevant legal & social services providers
  - All systems more trauma informed & responsive
- **Legal systems stronger overall - all views (victim, defendant, state, and public) are represented & heard**

**** Legal system in which each activity occurs can vary by state.***

All services are trauma-informed and culturally competent. *Barriers are removed that would prevent access based on race/ethnicity, gender, disability, age, or English-speaking ability.*

Approach is victim-led. *Victim decides what they want from available options at every step while expectations are managed.*