Evaluation of the Holistic Legal Assistance Network (HLAN) project of Rhode Island Legal Services

Presentation for NLADA Annual Conference 2015, New Orleans
Thursday, November 5, 2015

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Ken Smith
The Resource for Great Programs
The HLAN Evaluation
At a Glance

- **OVERVIEW** of Evaluation Findings
- HLAN’s **KEY ELEMENTS**
- A NEW OUTCOME MEASURE: *The “Stability Index”*
- “WINONA”: A Case Study
- RESULTS ACROSS 10 CASES
A. OVERVIEW: *HLAN Works!*

- A small HLAN Unit LEVERAGES the legal aid program’s existing resources (intake system, administration, specialty units,) to MULTIPLY the impact on clients’ lives.

- HLAN produces positive outcomes in many more cases than not; PLUS...

- ...HLAN maximizes client’s STABILITY - Housing, Income, Family.
The Evaluation at a Glance

278 Clients

815 Legal Problems

Methodology of the Evaluation

• Interviews and focus groups
• Statistical analysis
• In-depth analysis of 10 HLAN cases
• On-line work sessions
HLAN provides positive outcomes in many more cases than not.

In only 5 cases were outcomes AGAINST the client.
B. HLAN’s KEY ELEMENTS:
A TEMPLATE for Moving to Holistic Legal Services.

- The “HLAN Project”
- The HLAN Partners
- The HLAN Intake
- The HLAN Information System
C. A NEW OUTCOME MEASURE: The “Stability Index”

[Diagram showing a trend line across different time periods from July 2012 to November 2014, with stability levels indicated by Stable, Temporarily Stable, and Unstable categories.]
D. “WINONA:”
A Case That Illustrates The Potential of HOLISTIC Legal Services

<table>
<thead>
<tr>
<th>Client &gt;&gt; &quot;Winona&quot;</th>
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</thead>
<tbody>
<tr>
<td>Age</td>
<td>25</td>
</tr>
<tr>
<td>Employed</td>
<td>●</td>
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<tr>
<td>Single, Divorced, or Widowed</td>
<td>●</td>
</tr>
<tr>
<td>Children</td>
<td>2</td>
</tr>
<tr>
<td>Income (% Federal Poverty Level)</td>
<td>31%</td>
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Winona’s HLAN Case At a Glance

Winona had THREE interrelated legal problems:

- A **HOUSING** case
- An **INCOME STABILITY** case
- A **FAMILY** case
Winona’s HOUSING Case

OUTCOMES: Stability Scores

<table>
<thead>
<tr>
<th>Housing</th>
<th>Score at Intake &gt;&gt;</th>
<th>Score at End of Study Period:</th>
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<tr>
<td></td>
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<td>FULLY Stabilized</td>
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WINONA, continued

Winona’s INCOME Case

OUTCOMES: Stability Scores

<table>
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<tr>
<th>Income</th>
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Winona's INCOME Case
Winona’s FAMILY Case

**OUTCOMES: Stability Scores**

<table>
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<tr>
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Winona’s CASE

**Score at Intake:**

- Jul-12: 1.00
- Sep-12: 2.00
- Nov-12: 3.00
- Jan-13: 4.00
- Mar-13: 2.00
- May-13: 1.00
- Jul-13: 1.00
- Sep-13: 1.00
- Nov-13: 1.00
- Jan-14: 1.00
- Mar-14: 1.00
- May-14: 1.00
- Jul-14: 2.00
- Sep-14: 3.00
- Nov-14: 4.00

**Score at End of Study Period:**

- Jul-14: 4.00
- Sep-14: 4.00
- Nov-14: 4.00

**DCFY Case Hours:**

- Jul-12: 0.00
- Sep-12: 1.00
- Nov-12: 1.00
- Jan-13: 1.00
- Mar-13: 1.00
- May-13: 1.00
- Jul-13: 1.00
- Sep-13: 1.00
- Nov-13: 1.00
- Jan-14: 1.00
- Mar-14: 1.00
- May-14: 1.00
- Jul-14: 2.00
- Sep-14: 3.00
- Nov-14: 4.00
Summary of Winona’s Holistic Case

OUTCOMES: Stability Scores

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HLAN helped Winona to move from CRISIS to STABLE in 2 of 3 areas.

In the third area, she moved from Temporarily Stable to STABLE.
## Summary of Winona’s Holistic Case

### OUTCOMES: Stability Scores

<table>
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<th>Category</th>
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- **Sum of stability indices at intake:**
  \[1 + 1 + 2 = 4\]

- **Sum at the end of the study period:**
  \[3 + 3 + 3 = 9\]

- **Change:** 5 points (125%)
E. Results Across the 10 Cases:

By the end of the study period, All 10 Clients Were More Stable.
6 of the 10 clients (60%) improved scores by 2 points or more.
Winona’s score increased by **5 points (125%)**.
CONCLUSION

Positive Outcomes

Assets and Challenges...Drivers of Outcomes

Transforming Legal Services
from “Legal Aid” to “Holistic Legal Services

A “GAME-CHANGER”