

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



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The Resource *for Great Programs*

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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

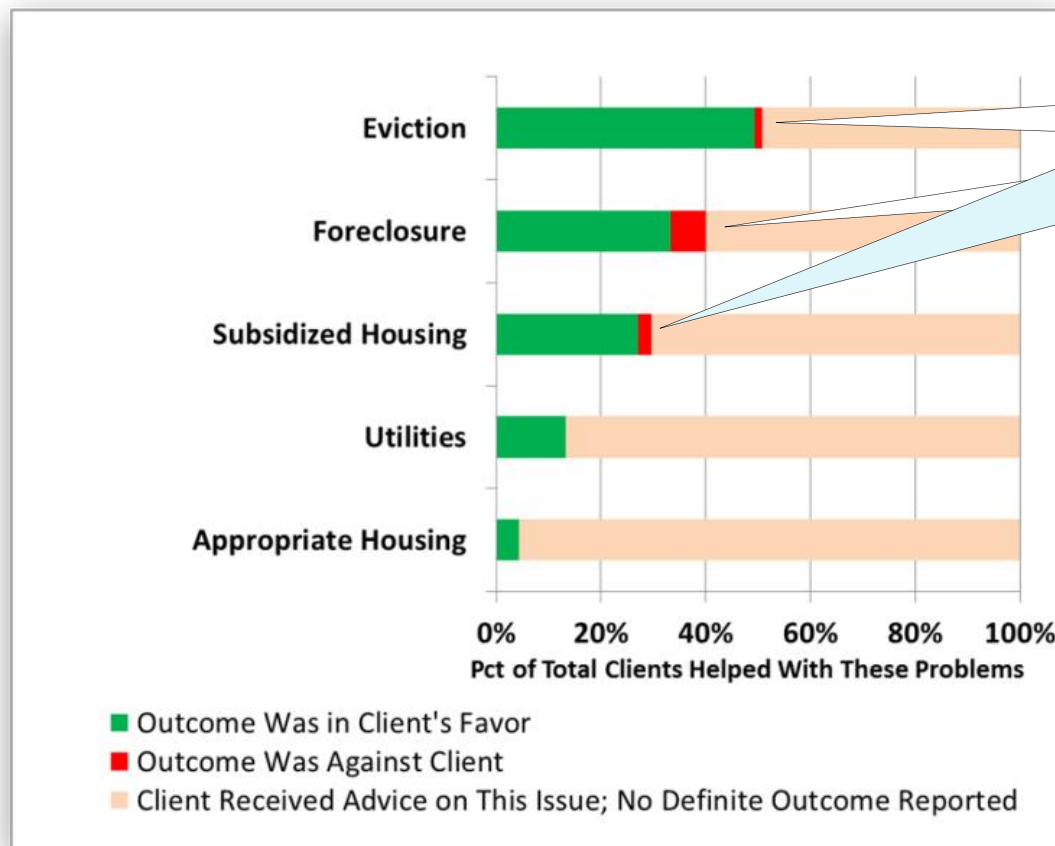
278 Clients

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.

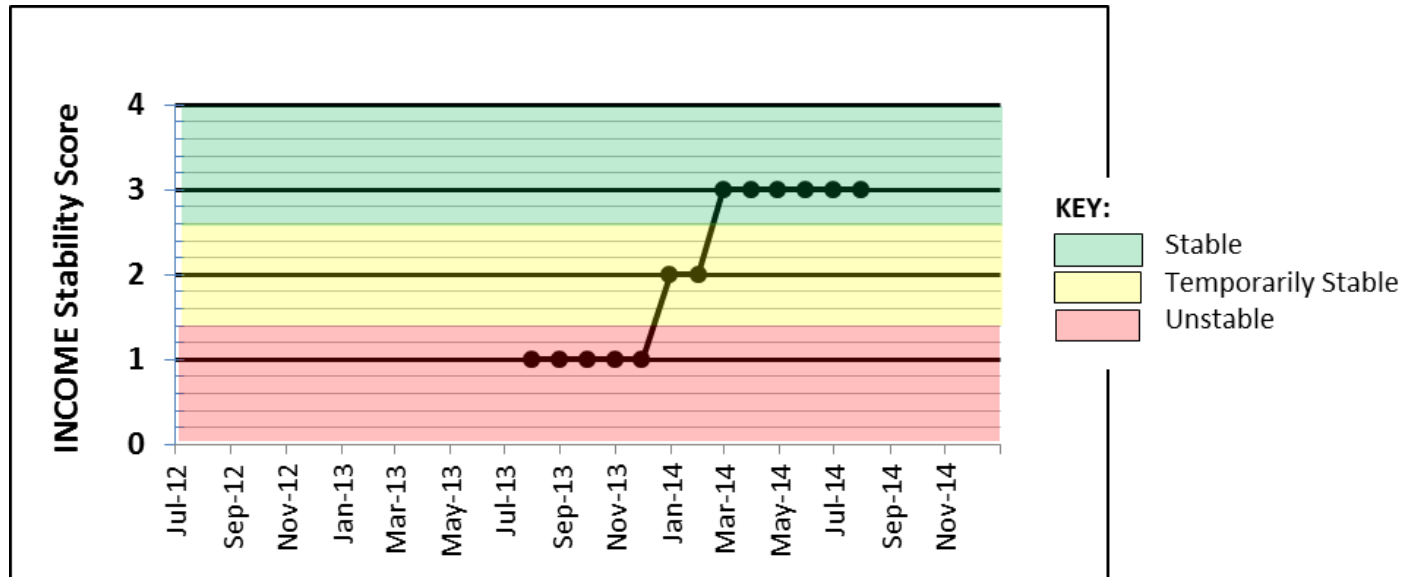


In only **5** cases were outcomes AGAINST the client.

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”*



D. “WINONA:”
A Case That
Illustrates
The Potential of
HOLISTIC Legal Services

Client >> "Winona"		C
Age		25
Employed		●
Single, Divorced, or Widowed		●
Children		2
Income (% Federal Poverty Level)		31%

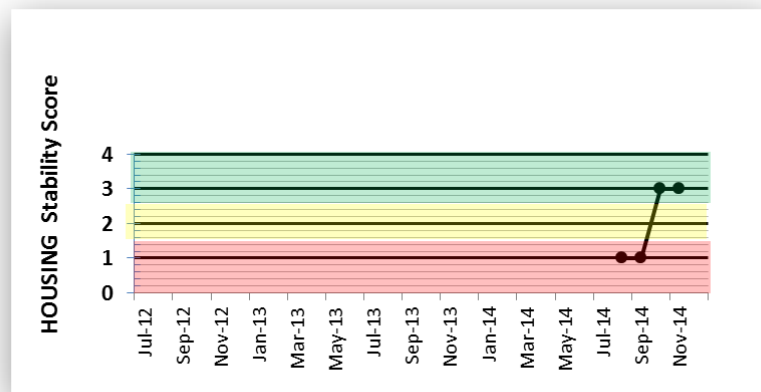
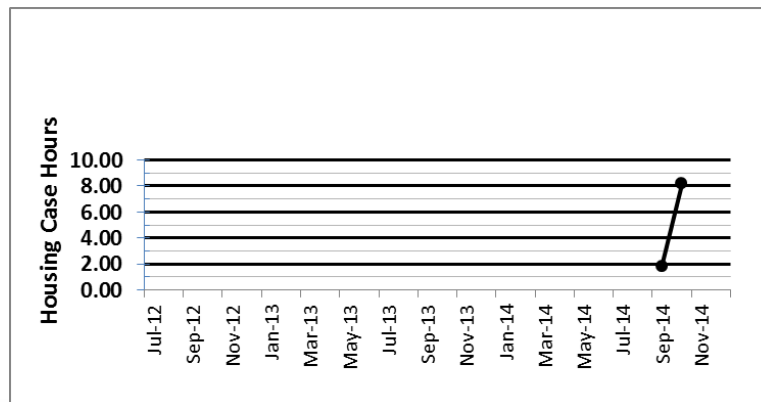


Winona's HLAN Case At a Glance

Winona had THREE interrelated legal problems:

- A **HOUSING** case
- An **INCOME STABILITY** case
- A **FAMILY** case

Winona's HOUSING Case



OUTCOMES: Stability Scores

Housing

Score at Intake >>



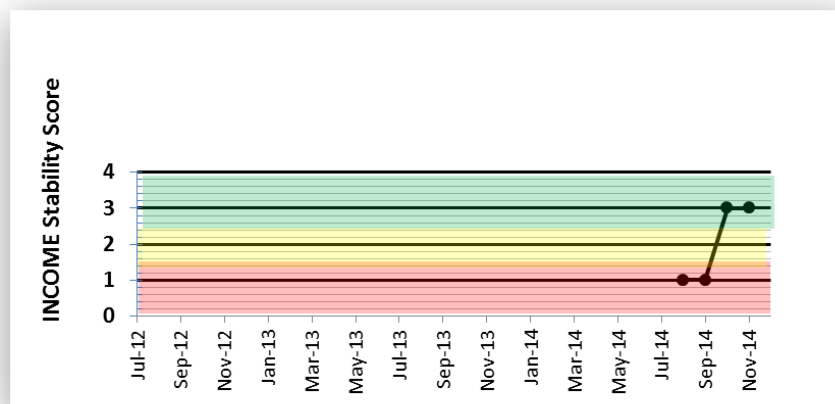
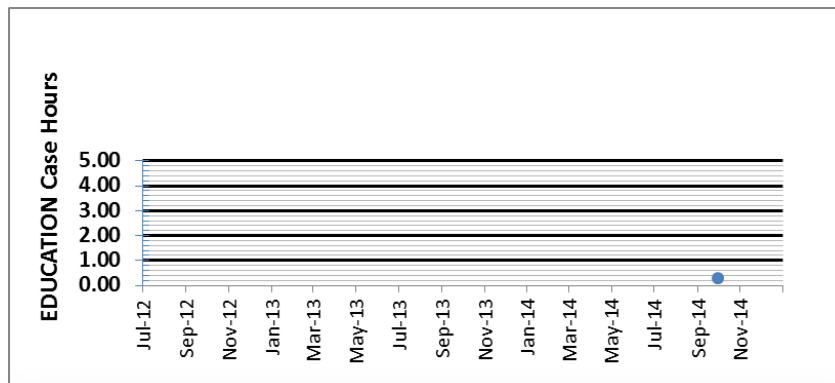
Score at End of Study Period: FULLY Stabilized



PARTIALLY Stabilized

NOT Stabilized

Winona's INCOME Case



OUTCOMES: Stability Scores

Income

Score at Intake >>



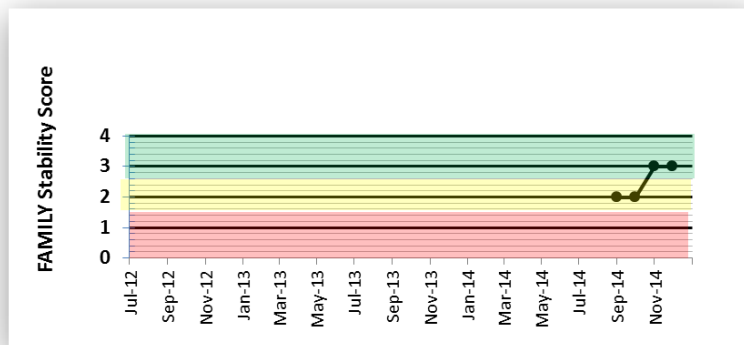
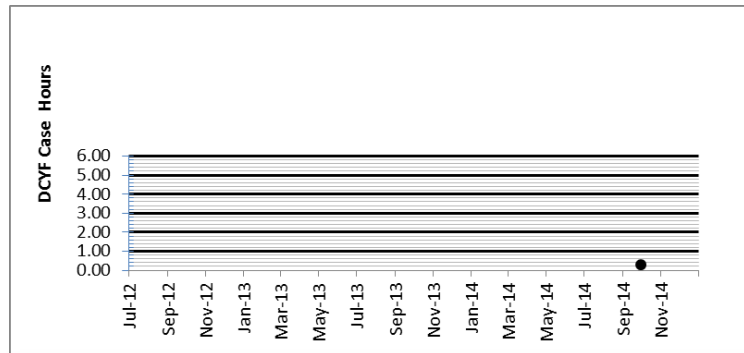
Score at End of Study Period: FULLY Stabilized



PARTIALLY Stabilized

NOT Stabilized

Winona's FAMILY Case



OUTCOMES: Stability Scores		
Family	Score at Intake >>	●
Score at End of Study Period: FULLY Stabilized		●
PARTIALLY Stabilized		
NOT Stabilized		

Summary of Winona's Holistic Case

OUTCOMES: Stability Scores		
Housing	Score at Intake >>	●
	Score at End of Study Period: FULLY Stabilized	●
	PARTIALLY Stabilized	
	NOT Stabilized	
Income	Score at Intake >>	●
	Score at End of Study Period: FULLY Stabilized	●
	PARTIALLY Stabilized	
	NOT Stabilized	
Family	Score at Intake >>	●
	Score at End of Study Period: FULLY Stabilized	●
	PARTIALLY Stabilized	
	NOT Stabilized	

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

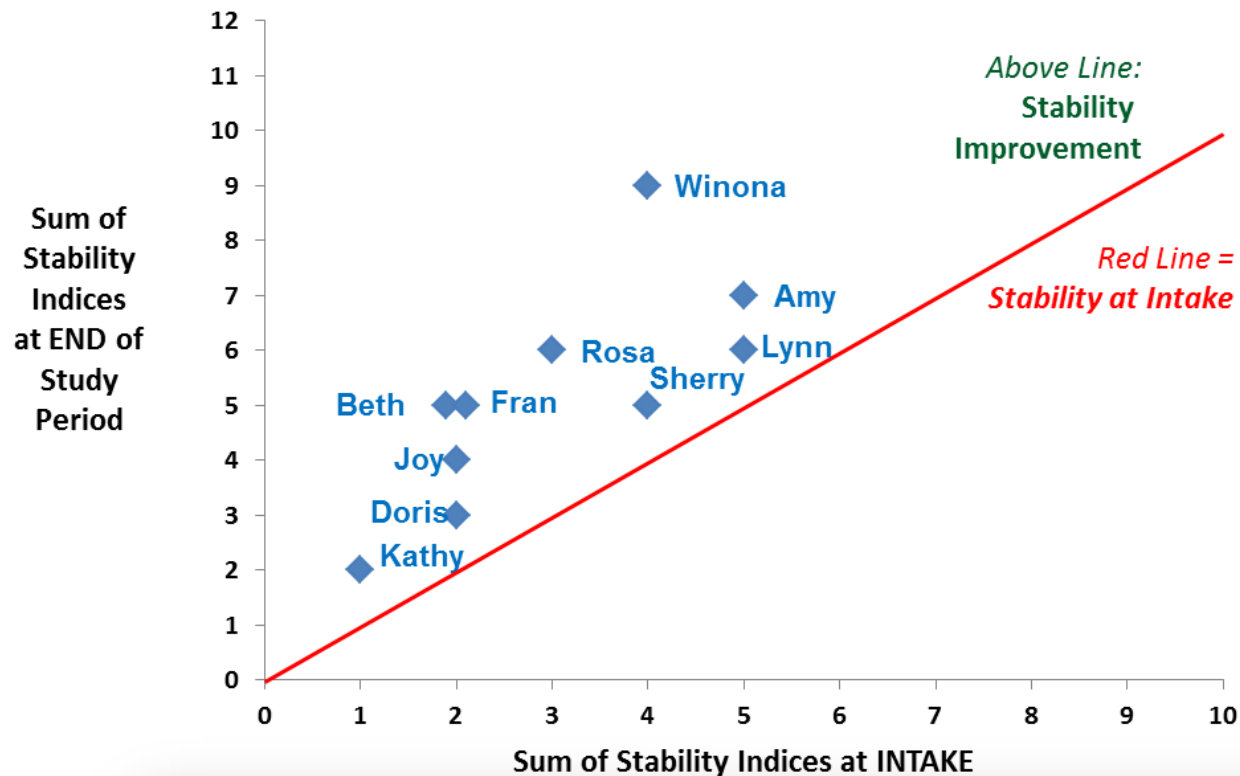
OUTCOMES: Stability Scores		
Housing	Score at Intake >>	●
	Score at End of Study Period: FULLY Stabilized	●
	PARTIALLY Stabilized	
	NOT Stabilized	
Income	Score at Intake >>	●
	Score at End of Study Period: FULLY Stabilized	●
	PARTIALLY Stabilized	
	NOT Stabilized	
Family	Score at Intake >>	●
	Score at End of Study Period: FULLY Stabilized	●
	PARTIALLY Stabilized	
	NOT Stabilized	

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%)

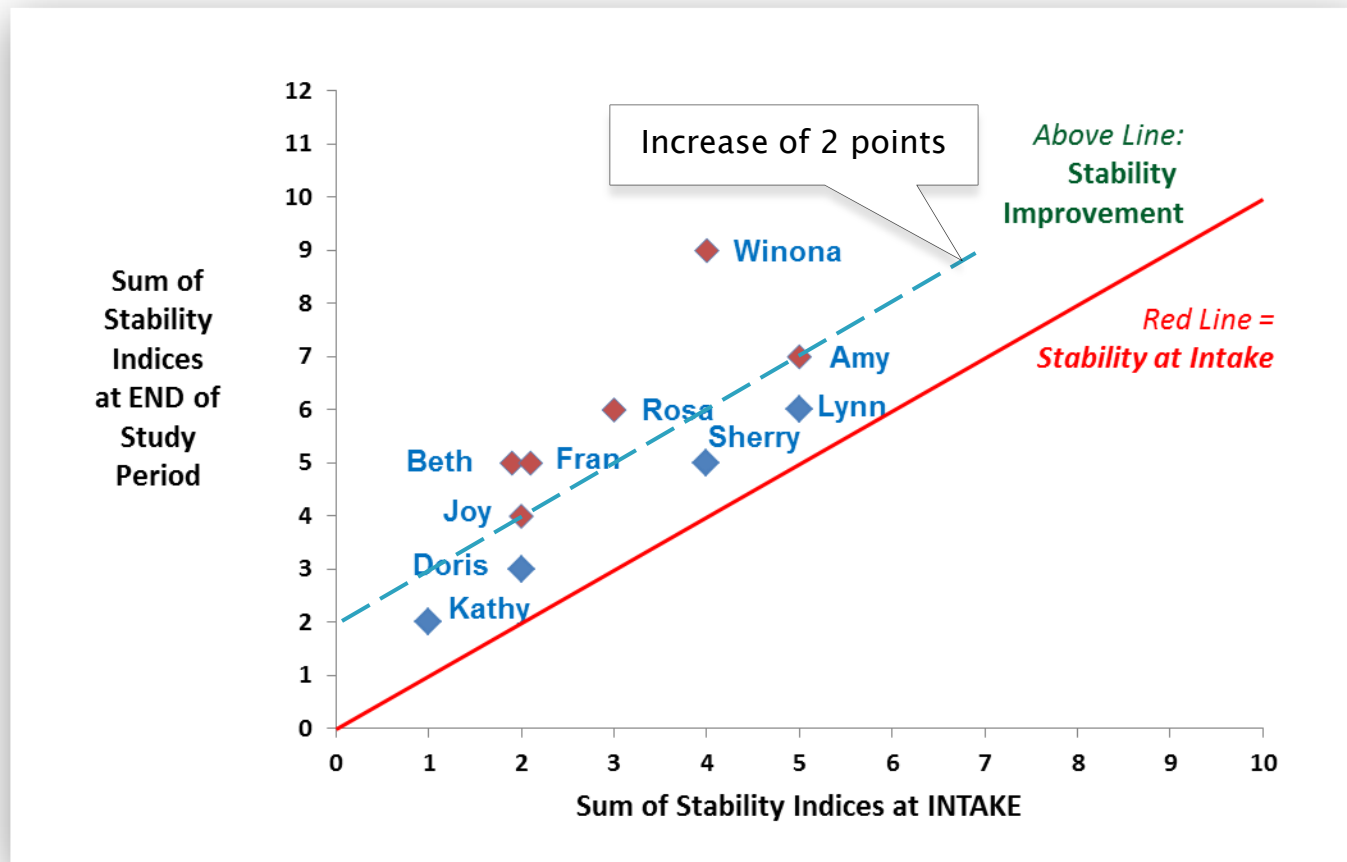
E. Results Across the 10 Cases:



By the end of the study period,
All 10 Clients Were More Stable.

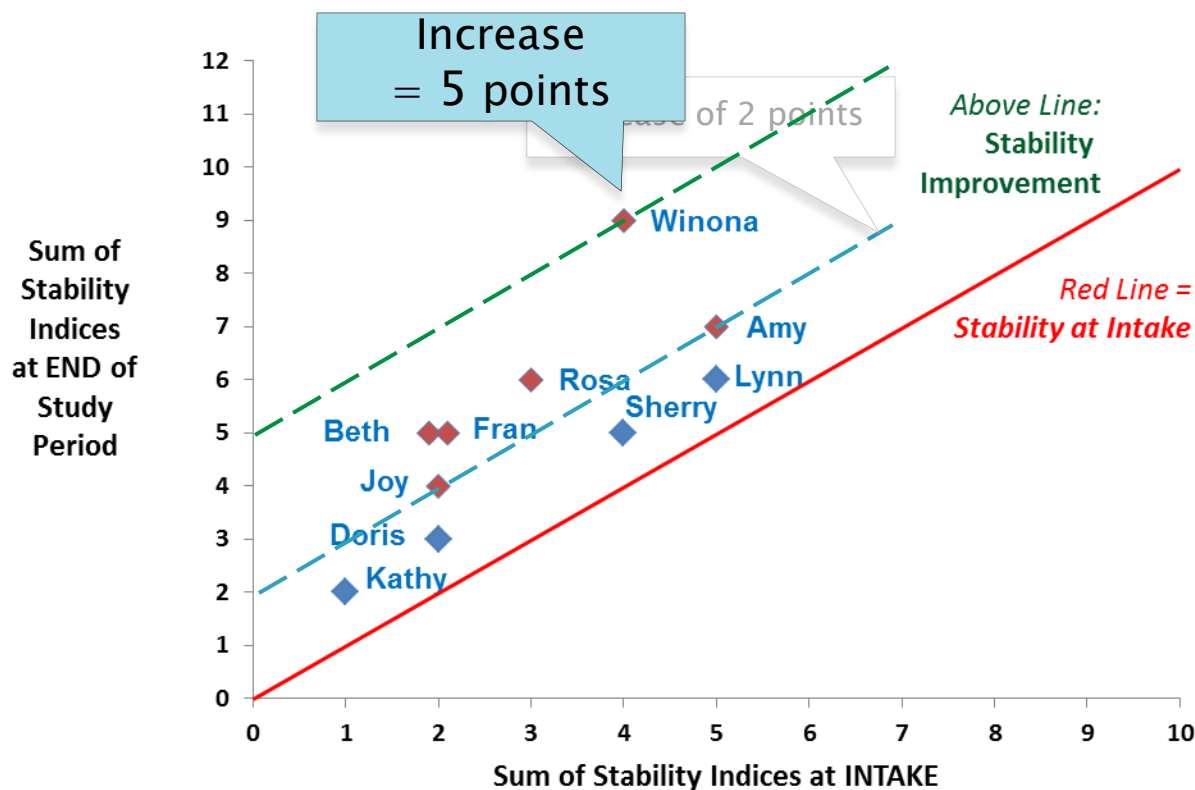
Results Across the 10 Cases, *continued*

6 of the 10 clients (**60%**) improved scores by **2 points** or more.



Results Across the 10 Cases, *continued*

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”