What Constitutes Success? Evaluating Legal Services for Victims of Crime
A CONCEPTUAL MODEL

Webinar: December 8, 2020

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Acknowledgements

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Webinar Agenda

Introductions
What is a Conceptual Model?
Background and Process
The Model: What Constitutes Success in Legal Services?
How You Can Use it for Different Purposes
Discussion and Further Resources Available
JRSA-NCVLI Project Partnership

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?
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?
## Advisory Board Members

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<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tr>
<td>Rosemary Brewer</td>
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<tr>
<td>Christine Evans</td>
<td>CASE</td>
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<tr>
<td>Ann Cofell</td>
<td>Mid-Minnesota Legal Aid</td>
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<tr>
<td>Rebecca Henry</td>
<td>American Bar Association</td>
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<tr>
<td>Stephanie Richard</td>
<td>Coalition to Abolish Slavery and Human Trafficking (CAST)</td>
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<tr>
<td>Emily Tofte Nestaval</td>
<td>Rocky Mountain Victim Law Center</td>
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<td>Meg Garvin</td>
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<td>Julie Hester</td>
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<td>Colleen Clase</td>
<td>Arizona Voice for Crime Victims</td>
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<td>Russell Butler</td>
<td>Maryland Crime Victims Rights Center</td>
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<td>Diane Trunk</td>
<td>Los Angeles Center for Law and Justice</td>
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<td>Rosie Hidalgo</td>
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<td>Steve Kelly</td>
<td>Sanford Heisler Sharp, LLP</td>
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<td>Sarah Galvan</td>
<td>Justice in Aging</td>
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...plus 3 crime survivors who had used victim legal services
The Model

Two Versions:

- High Level Model
- Detailed Model
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
## High Level Model

### Program Activities

#### Criminal/Juvenile Legal Systems:
- Formal legal representation such as entry of appearance and motion practice to protect rights
- Non-legal companionship & emotional support in court

#### Civil Legal Systems:
- Seek relief, damages, and/or protections for victims

#### Administrative Legal Systems:
- Seek expungement
- Assist with victim compensation, Title IX, immigration, etc.

#### All Legal Systems:
- Intake/needs assessment
- Keep victim informed
- Refer victims to appropriate social or health services
- Seek financial recompense
- Advance case law
- Public outreach

### Short-Term Outcomes

#### Victim/Survivor
- Victims’ rights were advocated for and enforced
- Victim services delivered met victims’ needs

#### Community
- Communities are educated on victims’ rights/services
- Communities know where and how to seek help

#### System
- Courts: Precedents on victims’ rights set
- Attorneys: Uphold victims’ rights
- Law Enforcement: Trained on victim response
- Networks between all legal sectors established

### Long-Term Objectives

#### Victim/Survivor
- Empowerment/self-efficacy
- Trust legal system to treat them fairly
- Functionally reintegrated into a community
- Financial Stability

#### Community
- Trust in legal system
- Support allocating resources to victims

#### System
- Responsive to victims’ needs
- Stronger process/outcomes because all views are heard
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*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.
Program Activities

- 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
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  - Public benefits assistance
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- 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

- It was challenging to come up with a condensed list of victim legal services that could fit on a page
- Categorization of activities into legal systems may vary by state
- You likely report data on your activities to funders already – now we might tie it to outcomes
### 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
Chat Questions:

- Do you currently measure any of the victim outcomes?

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Chat Questions:

- Do you currently measure any of the victim outcomes?
- If so, do you use any method other than survey?
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- Do you currently measure any of the victim outcomes?
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Outcomes:

Chat Questions:

- One way we are testing the effectiveness of outreach activities is to track referrals resulting from the outreach.
  Have you done it another way?
Long-term Objectives

- Aspirational impacts we strive for from consistently delivering high-quality, trauma-informed legal assistance
- Some may be measurable
- Others may be more difficult to measure

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Long-term Objectives

- Aspirational impacts we strive for from consistently delivering high-quality, trauma-informed legal assistance
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Chat Question:
Which of these long-term impacts is your biggest priority? Do you currently have a way to measure?
What Can You Use the Conceptual Model For?

- Program Design
- Program Evaluation
- Telling your story to stakeholders and funders
Next Steps: Research ➔ Practice

- Model is being pilot-tested with three victims’ rights clinics
  - Model used to:
    - Create evaluation designs
    - Select outcomes to measure
  - Pilot data collection launches Dec. 2020, concludes May 2021
  - Full evaluation designs will be revised based on pilot test:
    - Usefulness of measures from the model in real life
    - Feasibility/ease of collecting & reporting valid data on those measures
  - Model will also be revised, if necessary, after testing
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Thank you!

For more information:
- Download the fact sheet at end of this webinar

Other materials also coming in follow-up email and on website when ready, including webinar recording

Kris Lugo-Graulich
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KLugo@jrsa.org

Meg Garvin
National Crime Victim Law Institute
Garvin@LClark.edu
Survey: Respondent Agency Demographics

Agency or Organization Type

- Other: 4
- Technical Assistance: 3
- Criminal law/advocacy: 2
- Victim social services: government, for profit: 11
- Victim Social Services: Nonprofit: 22
- Victims rights, CJ, nonprofit: 22
- Civil law: 0

Number of Employees

- 16+: 42
- 11 to 16: 7
- 6 to 10: 20
- 1 to 5: 7

Region

- Southeast: 3
- Northwest: 9
- Midwest: 18
- Southwest: 23
- Northeast: 23