1. Q. Are you interested in tailored outcomes for individual sites, metrics that can be aggregated across all sites, or both?
2. We are interested in both.

1. Q. What are the metrics you are required to report in order to fulfill the state/federal reporting requirements?
2. All AmeriCorps programs are required to design Performance Measurements (PMs) to illustrate progress on program impacts, and on which they collect data throughout each grant year. Programs develop their PMs based on their specific output and outcome goals. JusticeCorps’ Performance Measurements include: outputs measuring numbers of litigants served by JusticeCorps members (which the program refers to as “Instances of Assistance,”); outputs measuring numbers of legal forms on which JusticeCorps members provide assistance to litigants; and outcome data on litigants’ level of knowledge, preparation, and understanding of next steps in their legal issue.

Programs are also required to engage in ongoing program evaluation, which may or may not tie into the day-to-day performance measurement efforts, but which should also demonstrate the program’s impact as depicted through its PMs and its logic model.
3. Q. Can you share any other details about how you anticipate using the results of an evaluation? For example, compliance with state/federal reports, justifying replication or continued funding, program improvement, generating narrative about JusticeCorps’ impact, etc.
4. We anticipate using evaluation results for all the examples noted above, as well as to support developing self-help efforts engaging non-lawyers to provide assistance to litigants throughout the country, and to demonstrate impacts of innovation throughout the California Judicial Branch.
5. Q. Have there been previous evaluations of JusticeCorps and if so, who has conducted those evaluations?  Can you share the products/reports that resulted from those contracts?
6. JusticeCorps external program evaluation has been ongoing since 2009. In addition to one internally designed and implemented evaluation in 2006, the program has been the subject of three studies. These are not public documents.

**Questions 5-7 pertaining to the replication of the JusticeCorps program:**

1. Q.When do you anticipate replicating the JusticeCorps program?
2. We may consider launching a program replication within the next 2 years—however we currently do not have a formal timeframe identified.
3. Q. At how many sites do you anticipating starting programs?

A. We have not yet identified the number of potential sites.

1. Q. Where will these replications be (e.g., in California or another state)?
2. Program replication is focused on California, however we are also interested in gathering information that would support efforts in other states to design programs based on the JusticeCorps model.

8. Q. Please clarify any page limits for the technical proposal and/or any of its sections.

A. There are no page limits.

1. Q. Can you provide information about JusticeCorps’ data collection system?

What type of data is currently collected and how is it collected?

What indicators are measured and tracked in relation to clients and their cases?

A. JusticeCorps’ Performance Measurements include: outputs measuring numbers of litigants served by JusticeCorps members (which the program refers to as “Instances of Assistance,”); outputs measuring numbers of legal forms on which JusticeCorps members provide assistance to litigants; and outcome data on litigants’ level of knowledge, preparation, and understanding of next steps in their legal issue. Data is currently collected on daily tally sheets and via hard copy snapshot study tools every three months. Data is entered, analyzed, and archived using Excel and some statistical software tools.

Regarding clients’ cases, JusticeCorps collects some data on broad case types and some subsets of case types. Data is collected at the point of service and represents a “point in time”—none of the data collected is studied longitudinally, as litigants’ visits to the self-help center are all considered individually. Due to factors such as confidentiality, case management, etc., cases are not tracked by the JusticeCorps program.

1. Q. How has JusticeCorps demonstrated program impact? Can you make available your program evaluation reports?

A. JusticeCorps’ ongoing data collection aims to demonstrate the program’s impact on the litigants served by measuring litigants’ level of education and confidence after they are assisted by a JusticeCorps member. In addition, the program is currently conducting a quasi-experimental study to evaluate the level of accuracy of forms filed with the court by litigants who received JusticeCorps assistance vs those who filed their forms with no outside assistance at all. Results are not yet available.

1. Q. Are there any caps on indirect/operating expenses?
2. Overhead costs are not limited. Please describe any overhead costs in 8.1.2 and 8.1.3.