

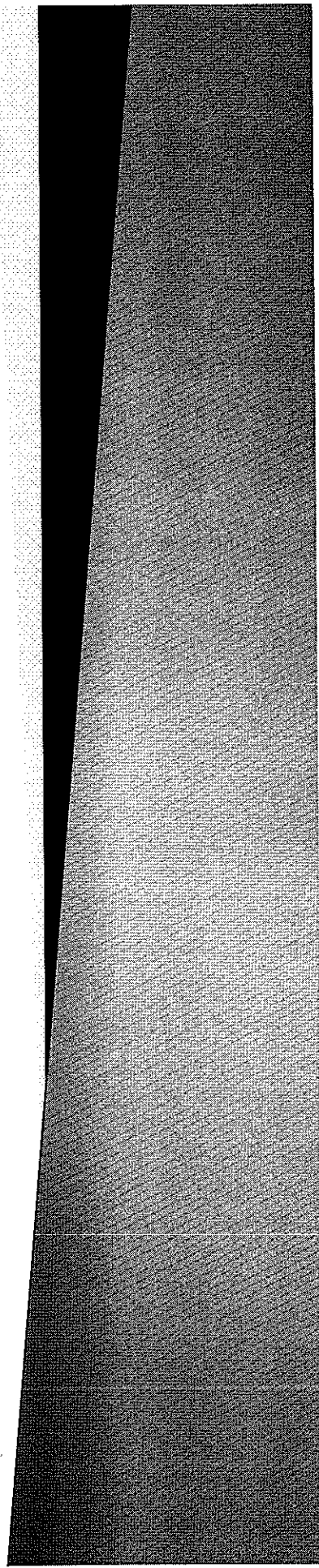
RFP Title: Evaluation of Pilot Projects under the Sargent Shriver Civil Counsel Act  
RFP Number: CFCC 10-11-LM

**ATTACHMENT 8**  
**BASIC DATA ELEMENTS COLLECTED BY LEGAL AID PROVIDERS' CASE MANAGEMENT SYSTEMS**

*[Remainder of page left blank intentionally]*

# Basic Data Elements Collected by Legal Aid Providers' Case Management Systems

1. Standard Data - Collected by All Systems
2. Additional Data - Collected for Specific Funders
3. "Customizable" Data Collection for Special  
Purposes



# 1. Standard Data - Collected by All Systems

- ▶ **Applicant data**
  - Name, Address (including ZIP)
  - Adverse parties, including address/ZIP
  - Family//household members
  - Phone, e-mail
  - Income amount/sources
  - Immigration status
- ▶ **Demographics**
  - Age/birthdate
  - Race/ethnicity
  - Language
  - Gender
  - Disabled - Y/N

## 1. Standard Data , *Continued*

- ▶ **Legal Problem(s)**
  - Problem code – LSC 60–plus categories
  - Problem sub–codes within each of the 60 categories (per “National Index” categories)
  - Domestic violence – Y/N
- ▶ **Info about Case**
  - Group case – Y/N
  - Impact case – Y/N
  - Class action – Y/N
  - Funding source(s)
  - Hotline case – Y/N
  - Disposition – e.g., resolved by Court decision, resolved by limited–scope services, etc.

## 1. Standard Data , *Continued*

- ▶ **Legal services provided**
  - Legal representation
  - Limited-scope services
  - Hotline services
  - Pro se assistance
  - Community legal education
  - Un-bundled services – e.g., letter, advice...
  
- ▶ **Info about advocate(s)**
  - Staff advocate(s)
  - Office
  - Specialized unit
  - Pro bono (or compensated) private attorney

## 1. Standard Data , *Continued*

### ▶ Info about Litigation

- Court
- Judge
- Hearing dates
- Judgments entered

## 2. Additional Data - Collected for Specific Funders

- ▶ **Outcomes achieved for clients**
  - Outcomes achieved – e.g., avoided eviction or obtained additional time to seek alternative housing
  - Outcomes sought by client
  - Outcomes sought by advocate
  - Whether or not expectations were achieved
  - Dollar benefits obtained
  - Dollar costs avoided
- ▶ **Time spent on case**

### 3. Special customizable data collection

*Most CMS systems allow the legal aid program to create customized data tables and associated entry screens for tracking clients of special projects - such as the Shriver Act Pilot Program.*

*The next slide shows one such screen, created using the "Clients" case management system by Kemps Caseworks.*



## Special customizable data collection:

The following special screen (and associated data table) is an example of a customizable data collection vehicle created within the "Clients" CMS by Kemps Caseworks to collect data for a Victims of Crime Act (VOCA)-funded legal aid project.

**Voca** ESC ESC to Cancel Case Number **02-1000175** Close Print SaveStay

Physically Challenged?  Has Crime been reported?  Type of Crime **0**

Help with Victim Impact Statements  Not Eligible for Victims Compensation

Court Room Accompaniment  Follow-Up

Criminal Justice Support  Information about Civil Litigation

Crisis Counseling  In-Person I/R

Crisis Stabilization / Short-term Counseling  Personal Advocacy

EmergFinancial  Telephone I/R

Emergency Legal Advocacy  Other

Filing Compensation Claim  Report or Referral to APS

Met Milestone 1  Met Milestone 2  Met Milestone 3  Met Milestone 4

Met Performance Target

Notes