

Preliminary LSC Evaluation Questions 2002 & 2003 TIG Grants for Projects in Intake Category

Listed below are the questions that 2002 and 2003 TIG grantees with projects in the intake category should answer as part of their evaluations. Depending on the specific nature of particular projects' goals, some of these questions may not apply to certain grants.

1. To what extent does the new intake system enable the program to:
 - Increase the number of clients provided advice and brief service or referrals?
 - Increase the number of clients from special populations (such as those with limited literacy, limited English proficiency, major racial and ethnic groups and individuals with disabilities) provided advice and brief service or referrals?
2. Are services provided at the same or lower costs than those provided through the system previously in use?
3. What quality control mechanisms have been established to assess the services provided to clients under the new system, and, if necessary, identify appropriate system modifications?
4. To what extent and in what ways does the new system affect the quantity and quality of extended service provided under the system previously in use?
5. Do the new system's primary hardware/software components perform as expected/promised? Are the new system's primary hardware/software components appropriate given the project's specific programmatic goals?
6. To what extent, and under what conditions, can the system be usefully replicated by or adapted for use of other legal services providers?