

Blue Ridge Legal Services: Pro Bono Evaluator Observations



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Why Pro Bono Program Evaluation Matters



Pro Bono By the Numbers: Quantitative Analysis

- **Gain Independent Perspective on Performance**
- **Reduction of Information Overload**
- **Manage Change**



Preliminary Observations of BRLS' Pro Bono Program

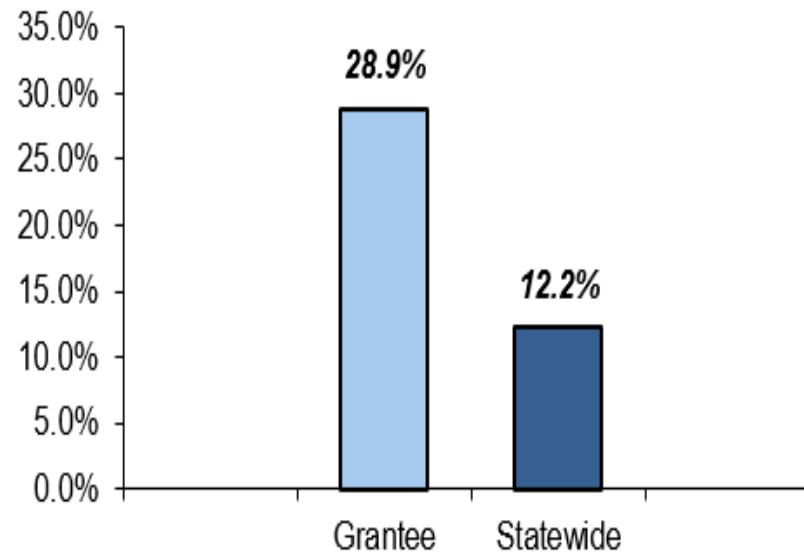
Four Areas of Preliminary Observations:

1. Pro bono attorney participation
2. Capacity of the pro bono program in terms of volume of services produced
3. Payoff in services to clients
4. Overall assessment of performance

1st Observation: Strong Participation by Practicing Private Attorneys in the Service Area.

More than 2x Benchmarks on Attorney Participation

1. Volunteer attorneys serving on pro bono panels as a percent of total practicing in the service area	28.9%
a. This grantee, 2016-17	28.9%
b. Benchmarks	
Median - Virginia Programs	12.2%

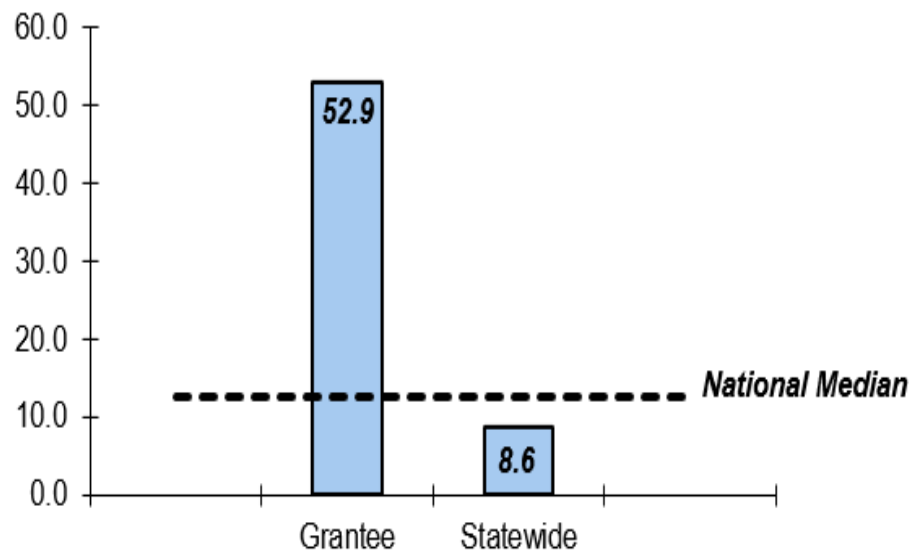


2nd Observation: High Numbers of Pro Bono Attorneys Available to Provide Services

Almost 6x Benchmarks in the Number of Attorneys
Serving on Pro Bono Panels Per 10,000 Low-Income People

2. Number of attorneys serving on pro bono panels per 10K people in poverty ◆

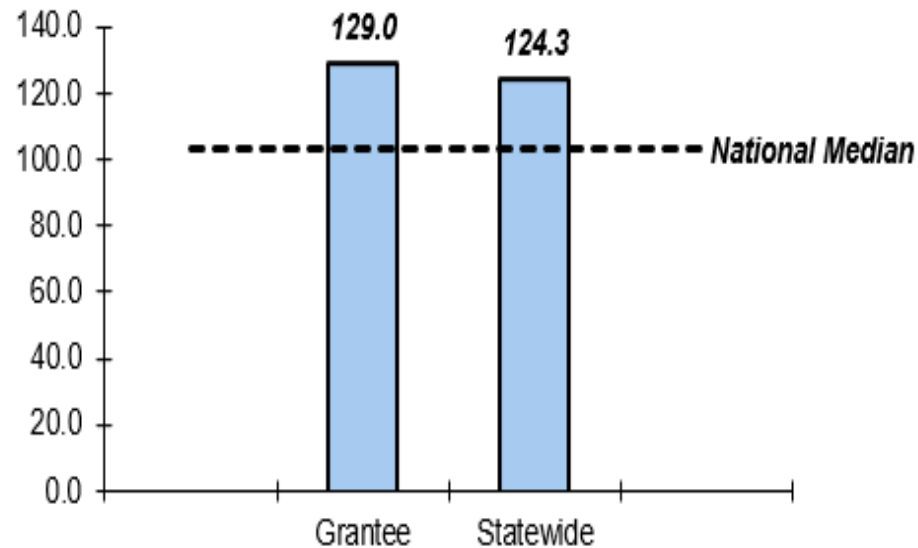
a. This grantee, FY17-18	52.9
b. Benchmarks	
Median - Virginia Programs	8.6
Median - U.S. civil legal aid programs, 2018	12.6



3rd Observation: High Payoff in Services to Clients

The Program Matches its Peers in Number of Cases Closed Per 100 Enrolled Pro Bono Attorneys.

4. Number of pro bono cases closed per 100 enrolled pro bono attorneys	★
a. This grantee, FY17-18	129.0
b. <u>Benchmarks</u>	
Median - Virginia Programs	124.3
Median - U.S. civil legal aid programs, 2018	103.6



Overall Assessment of BRLS' Pro Bono Performance: The Program Exceeds its Peers in Pro Bono Performance.

6. Quantitative summary assessment of pro bono capacity




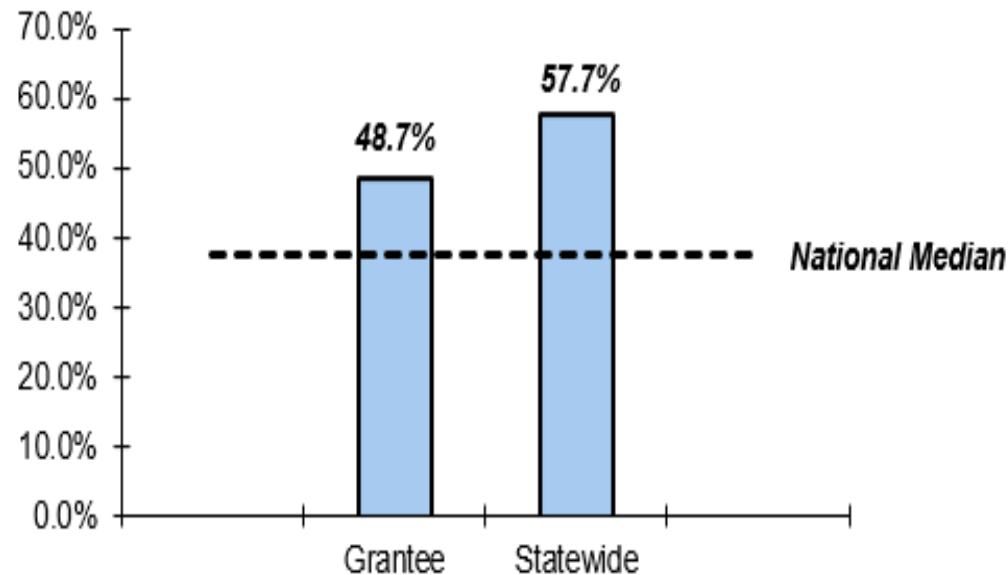
This is a summary assessment based on a review of the grantee's above benchmarks and consideration of the grantee's pro bono involvement programs.

Question 1 Raised During Analysis

Pro Bono Utilization:

Percentage of Pro Bono Attorneys Actually Providing Service

3. Percentage of pro bono attorneys serving on panels who actually provided services (pro bono utilization)	
a. This grantee, FY17-18	48.7%
b. <u>Benchmarks</u>	
Median - Virginia Programs	57.7%
Median - U.S. civil legal aid programs, 2018	37.6%



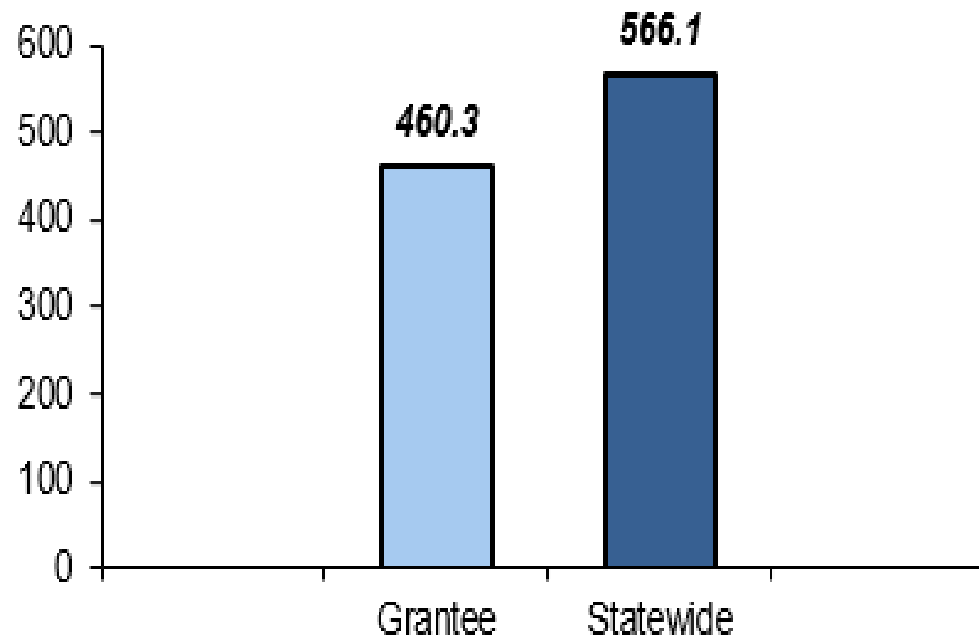
Question 2 Raised During Analysis

Pro Bono Hours Donated:

5. Number of hours donated per 100 participating pro bono attorneys



a. This grantee, FY17-18	460.3
b. <u>Benchmarks</u>	
Median - Virginia Programs	566.1



Conclusion

- **BENCHMARKING** is a powerful tool for turning **RAW DATA** into **INSIGHTS** about pro bono program performance.
- We have shared some **DATA ANALYTIC METHODS** being applied in Virginia and other states to **IMPROVE RESULTS** for **CLIENTS** and to **INFORM STAKEHOLDERS** about accomplishments of pro bono programs.
- And we have heard **PROGRAM LEADERS'** perspectives – a Community Legal Aid Provider and a State Funder – about **APPLICATIONS** of these methods in their state.

THANK YOU
for attending and sharing
your ideas with us!