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**Component Assessment: Consumer Experiences & Outcomes**

Key Elements

These questions inventory how your organization learns about the public's experiences in and outcomes from the civil justice system. Gathering the public voice in a systemic way in the legal system can be a challenge but is critical to driving user-focused justice system improvements.

Key elements of **Consumer Experiences & Outcomes** include:

* Strong feedback loops with the public, service providers and other community partners;
* User-focused quantitative and qualitative data measures identified and captured;
* Utilization of publicly available datasets from prominent government, non-profit, and commercial sources to better understand the population characteristics and vulnerabilities in the jurisdiction;
* Geospatial analysis; and
* Mechanisms for integrating user voice in strategic and operational access to justice decisions.

If you are interested in learning more about strategies that have been used in the healthcare sector, the [Community Toolkit from University of Kansas](https://ctb.ku.edu/en/assessing-community-needs-and-resources) may be helpful.

Need

1. How do you learn about the public’s needs and characteristics? (select all that apply)

Focus groups

Participatory design

Surveys conducted by my organization

Observational studies

Public data sets for my geographic area (e.g., Census data)

Analysis of administrative data (e.g., court records)

Geospatial analysis

Other

Additional information (such as country/region distinctions):

Remarks on strengths and gaps:

Data

1. Which of the following data sets do you use to inform your work/services? (select all that apply)

Court Administrative Data (state or local)

[The Justice Index](https://justiceindex.org/)

Legal Services Administrative Data (state or local)

[American Community Survey](https://www.census.gov/programs-surveys/acs/data.html)

[NCSC Court Statistics Project](http://www.courtstatistics.org/)

[Robert Wood Johnson’s County Health Rankings](https://www.countyhealthrankings.org/)

[LSC Data, Fact Sheet and Charts](https://www.lsc.gov/category/data-fact-sheets-charts)

[CDC’s Social Vulnerability Index](https://svi.cdc.gov/)

[Bureau of Justice Statistics](https://www.bjs.gov/)

[Opportunity Insights](https://opportunityinsights.org/)

[America’s Civil Courts: Whom Do We Serve?](https://www.srln.org/whom-do-we-serve)

Commercially available data sets

Other

Additional information (such as country/region distinctions):

Remarks on strengths and gaps:

Feedback

1. How do you capture the public’s experience with your work/services? (select all that apply)

In-person user feedback surveys

Comment box

Participatory design process

Focus groups

Observational studies

Other feedback surveys/polls (phone, online)

Community meetings

Community advisory council

Other

Additional information (such as country/region distinctions):

Remarks on strengths and gaps:

Outcomes

1. How do you learn about user outcomes? (select all that apply)

Analysis of court records

Phone survey

Discrete randomized control trials

Participation in longitudinal study with professional researchers

Text back survey

Other

Additional information (such as country/region distinctions):

Remarks on strengths and gaps:

Integration of Experiences & Outcomes

1. How do you integrate experiences and outcomes into your strategic and operational access to justice decisions?

Compile feedback from client councils

Include user representatives in organization leadership

Distribute findings and reports on experience and outcomes to leadership

Use findings and reports to drive strategic planning

Other

Additional information (such as country/region distinctions):

Remarks on strengths and gaps:

Incorporating the Public Voice

1. Please share any additional thoughts or experiences you or your organization has on the issue of incorporating the public voice.