



Judicial Council of California
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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TO: **POTENTIAL PROPOSERS**

FROM: ADMINISTRATIVE OFFICE OF THE COURTS
EXECUTIVE OFFICE PROGRAMS DIVISION

DATE: January 14, 2009

SUBJECT/PURPOSE OF MEMO: **REQUEST FOR PROPOSALS (RFP)**
The purpose of this document is to publish the AOC's Responses to Vendors' Questions, directed to the Solicitations@jud.ca.gov by January 8, 2009, no later than 3 p.m.

ACTION REQUIRED: You are invited to review and respond to the attached Request for Proposal (RFP), as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:
Project Title: **EVALUATION OF THE 2009 CALIFORNIA JUSTICECORPS PROGRAM**
RFP Number: EOP 13-08 JusticeCorps Evaluation-LM

DATE AND TIME PROPOSAL DUE: Proposals must be received by **Thursday, January 22, 2009, no later than 3 p.m. (PST)**.

SUBMISSION OF PROPOSAL: Proposals must be sent to:
Judicial Council of California
Administrative Office of the Courts
Attn: Nadine McFadden, RFP No. EOP 13-08 JusticeCorps Evaluation-LM
455 Golden Gate Avenue, 7th Floor
San Francisco, CA 94102-3688

AOC RESPONSES TO VENDORS' QUESTIONS

SCOPE OF WORK

- 1. Is the Judicial Council of California currently working with a consultant on any similar evaluation/study of the JusticeCorps program and have any past consultants conducted any preliminary work which may have served as a precursor to this project (meeting facilitation, etc.)?**

The Judicial Council is not currently working with any consultants on any other evaluation projects related to the JusticeCorps program. One formal JusticeCorps evaluation has been conducted prior to this project. In 2006, AOC internal staff convened a series of focus groups that resulted in a report of findings published later that year. This project is referenced in section 1.2 of the RFP document and can be found at:

<http://www.courtinfo.ca.gov/programs/equalaccess/documents/selfrep07/SHAssistance/FGExecSumm.pdf>

- 2. Is there a specific budget size or range anticipated for the project?**

As noted in section 7.1.2 of the RFP document, the total cost for Contractor services will range between \$40,000.00 - \$50,000.00, inclusive of personnel, materials, overhead rates, travel and profit.

- 3. Section 3.5 of the RFP states that the Contractor will be asked to assist the AOC to develop evaluation tools for program staff and partners to use in ongoing self-assessment. When is this task expected to occur -- at the end or the beginning of the evaluation covered by the RFP or at some point in the middle?**

We expect Deliverable 7 to occur at the end of the evaluation process, after the key deadline of completing and presenting the evaluation. Please refer to Attachment 2, Exhibit D, section 2.2 for the full list of Deliverables.

- 4. What is the anticipated scope/size of the effort? Approximately how many focus groups/survey respondents would you anticipate as a sufficient sample?**

We will rely on the evaluation consultant to help determine sample size and appropriate research methods. We expect this will be based on creating a realistic research model given restrictions of deadlines, funding, and other criteria that will affect the final scope of the project. It may be helpful to know that last year, the San Diego JusticeCorps program served 3,000 clients. The Bay Area program served 16,000 clients and the Los Angeles program served 48,000. Answers to subsequent questions provided in this document may help in better understanding the exact size of the program, including a link to a map.

Please refer to the previous focus group study conducted by AOC researchers referenced in Question 1, above. The design, given staff time limitations of the focus group, was small (~6 focus groups). We hope that the proposals solicited from this RFP will achieve a significantly larger sample size whatever research methodology is proposed.

DATA COLLECTION

- 5. Please clarify how the JusticeCorps program collects and maintains data on the number of clients served, referrals made and forms completed, and how this data will be disseminated to the consultant.**

Each participating court site is required to collect JusticeCorps data on the clients served, number of court referrals and the number of legal forms completed. This data is reported to the AOC. The most recent data provides the number of clients served already by JusticeCorps members. We also maintain some data from the program's first years of operation in Los Angeles, which compare the increase in numbers of clients served after JusticeCorps was instituted with the numbers of clients served at the Los Angeles self help centers prior to JusticeCorps service being initiated.

The contractor who designs and implements the evaluation will have access to all data summarizing accuracy rates for the time range(s) relevant to the evaluation. The AOC will provide electronic versions of this data to the chosen contractor.

Criteria for determining appropriate referrals and accurate form completion are developed by JusticeCorps program staff working closely with the supervising attorneys who manage JusticeCorps members at self-help center placement sites. These supervisors are responsible for reviewing all JusticeCorps members' work, and recording the level of accuracy.

- 6. How does the JusticeCorps program currently analyze data it collects?**

Current data is reviewed in relation to the performance measure targets that are developed at the beginning of each program year. Data is analyzed quarterly as a percentage of the final target (e.g., target is 2,000 clients will be served by JusticeCorps members. Progress reports will illustrate the span between the target and current result.)

- 7. What new data will the contractor be responsible for collecting?**

The contractor will be responsible for collecting new data such as creating and implementing surveys of clients who have been assisted by JusticeCorps members.

- 8. Based on our reading of the RFP, the AOC or JusticeCorps staff expects the consultant to compare JusticeCorps self-help centers to similar centers that do not use JusticeCorps members. In particular, how many self-help centers are there that do not use JusticeCorps members, either in the current JusticeCorps service areas, or in other court areas in the state, and how comparable are they in terms of volume and types of clients/cases handled in 2007?**

AOC staff will help the selected contractor to identify court based self help centers not using JusticeCorps members as control groups or comparisons. Self-help centers of varying sizes and staffing are operated in at least 31 counties in California. The JusticeCorps program exists in selected self-help centers in 7 counties. *The California JusticeCorps Sites map is provided as a separate document.*

GENERAL PROGRAM QUESTIONS

9. What was the distribution of JusticeCorps members across the three JusticeCorps service areas in 2007? Have those numbers changed for 2008/2009?

In program year 2007-2008, 151 members served in Los Angeles county; 100 members served in 5 Bay Area counties (Alameda, Contra Costa, San Francisco San Mateo and Santa Clara); and 22 members served in San Diego. The current number of members serving is basically the same. Most JusticeCorps members serve a minimum time term of 300 hours during an academic year and a select number do complete a full time commitment of 1,700 hours. In 2008-2009 we reduced the number of minimum time members to increase the number of full time positions so that the Bay Area will now have 80 members.

10. Do JusticeCorps members only serve during a standard academic year (fall to spring) or over the summer as well?

Most members begin their service in September and finish by July. A small number of students serve during the summer months but the program is designed to run mainly through an academic year.

11. The client/case volume and case type would impact evaluation design, methodological strategy, and might impact evaluation cost. Please clarify numbers of clients served by centers with JusticeCorps members in 2007 and how this and other information will be made available.

The number of clients served at each of the JusticeCorps sites varies greatly from center to center. JusticeCorps staff will work closely with local program staff to determine, at the outset of the evaluation, which statistics we will be able to access and which we will not in the specific time frame.

12. How much contact information for clients served by the self-help centers, including those helped by JusticeCorps members and those not helped, is the JusticeCorps and/or the self-help centers willing and able to provide? What confidentiality concerns might need to be addressed in provision of such contact information?

We find that it is difficult to follow clients after they leave the center. The best way to capture pertinent information about satisfaction and potential progress toward resolution of their case is to interview the client before they leave the center, just after they have worked with the member. At that time their permissions can be requested. Confidential details of a case are not disclosed. Confidentiality is between the client and the court. Clients can also be asked if they are willing to provide their contact information solely for the purpose of evaluator interview to assess these impacts.

OTHER PROPOSAL SPECIFICS

- 13. If we decide to use focus groups to gather data, can and will JusticeCorps or the self-help centers provide private meeting rooms in which to hold the focus groups, at no charge to the Contractor, or would the Contractor be expected to locate and if necessary pay for focus group meeting space capable of seating 5 to 12 people?**

The locations for the work will be on AOC or court property, at no cost to the contractor.

- 14. We are concerned about keeping evaluation costs down. Attachment 2, Exhibit D, section 2.1.1. refers to Initial Planning, including meeting with 2 JusticeCorps program staff and staff training of the chosen consultant in JusticeCorps program elements. Where is this expected to take place or will it take place virtually? We are located in one of the JusticeCorps service areas. If an in-person meeting is expected, would it be possible to arrange for the initial planning meeting and training to take place in that service area in order to reduce travel costs?**

All meetings can be scheduled keeping in mind the necessity to keep travel expenses low. Meetings that involve staff outside of the contractor's area could be arranged by teleconference.

- 15. How is the JusticeCorps evaluation funded? In particular, if the evaluation is dependent solely on State of California funds, what do you expect to happen if the state budget is not approved before February 1, 2009 when the project is scheduled to start?**

The JusticeCorps evaluation is not currently affected by the state budget situation. Funding is currently in place and we do not expect that to change. However, please refer to Attachment 2, Exhibit B, 4, State's Obligation Subject to Availability of Funds.

- 16. If my firm is part of a university that hosts a JusticeCorps program, are we precluded from bidding on this study?**

If the research staff being considered for this work is not directly affiliated with the JusticeCorps program; that is, do not have an ongoing role with the program; it is acceptable for them to bid on this project.

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