

Quality indicators for non-case activity

As recommended by the Association of Community Legal Clinics of Ontario (ACLCO), March 2014

The quality indicators for clinic non-case activities is a mandatory performance measure recommended by the ACLCO in its addendum to the ACLCO submission to LAO on performance measures, dated March 20, 2014, as follows:

“The following is a list of quality indicators for non-case work activities. The quality indicators in this addendum have been selected from the 2009 ACLCO Performance Working Group paper. The 2009 paper was produced after wide consultation with and endorsement from the clinic system. In that sense, the following measures can be said to have clinic system consent – however, the performance measures program proposed in 2009 was a complete system of integrated measures – it was not intended as a menu of possible measures to be selected by the funder. It will be important to conduct a piloting phase in order to evaluate the reliability and validity of the data generated by the measures in this addendum.”

1. Legal clinics develop a strong organizational learning culture through participation in appropriate professional development opportunities:

Activity	Yes or No (Y or N)	Number of hours
1. Inter-clinic working groups		
2. Clinics training events		
3. Other training events (eg, attending law association events, non-clinic webinar, etc.)		
4. Peer review and mentoring		
5. Regular case consultation		N/A
6. Collaboration with other clinics outside of inter-clinic working groups		N/A
7. Research papers and academic activities		
Recruitment, support and retention of qualified staff		
8. Years of experience for each staff member – total years		
9. Number of staff on contract		
10. Number of permanent staff		

Activity	Yes or No (Y or N)	Number of hours
11. Home/work life balance for each staff - yes or no		
12. Percentage of staff with expertise in clinic law or clinic practices – enter percentage of staff		

2. Legal clinics promote access to justice in their communities by providing high quality community development and outreach services.

Activity	Responses
1. Number of community groups/partners clinic actively collaborates with	
2. Clinics act as a resource to groups and individuals within their communities - yes or no	
3. Number of hours of participation	
4. Presentation of public legal education (PLE) in person and through technology (i.e. frequently asked questions on a webpage, etc.) - yes or no	
5. Participation in a local organized campaign or activity to promote the social and legal welfare of clients and communities - yes or no	
6. Number of hours of participation	
7. Participation in a provincial or regional campaign or activity to promote the social and legal welfare of clients and communities - yes or no	
8. Number of hours of participation	

3. Clinics engage proactively to confront legislative and policy decisions that regulate the lives of low-income people and seek to create community empowerment.

Activity	Responses
1. Does the clinic participate in formal municipal/provincial/federal reviews of rules, procedures, guidelines, policies, regulations and legislation?	Yes or no
Number of hours	
2. Does the clinic participate in informal municipal/provincial/federal reviews of rules, procedures, guidelines, policies, regulations and legislation?	Yes or no
Number of hours	

Activity	Responses
3. Number of hours of possible test cases brought forward or deferred.	