

Section 1 – Top Maps

Organization: **Inland Counties Legal Services, Inc.**

Please rank the top most useful maps, the Intended audience and why you like them. If you would like them as "Trophy Maps" (limit 15 per grantee) please enter in the number of copies you would like.

Rank	Map Number	Audience & Reason	Trophy Maps (0, 1, 2, ...)
1	CA12-AGT-SP46	Distribution of ICLS Closed Cases by Intake Code 2002 to 125% Poverty Population in 2000 <i>(map already provided)</i>	1
2	CA12-ALP-39B	ICLS Closed Cases 2002 to 125% Poverty Population 2000 – San Bernardino/Riverside <i>(this map was desired but the one available at meeting was damaged)</i>	1
3	CA12-DLG-SP8	Density of ICLS 125% Poverty Population 2000 – San Bernardino	1
4	CA12-DGT-SP12-A	ICLS Non-English Speaking Persons 2000	1
5	CA12-DGT-SP15	Density of ICLS Single Householder, No Spouse Present, Age 65 and Over in 100% Poverty	1
6	CA12-DGT-SP16	Distribution of ICLS Age 65 and Over Closed Cases 2002 to Age 65 and Over 100% Poverty Population 2000	1
7	CA12-AGT-SP25	Distribution of ICLS African American Closed Cases 2002 to African American 100% Poverty Population	1
8	CA12-AGT-SP30	Distribution of ICLS Hispanic Closed Cases 2002 to Hispanic 100% Poverty Population in 2002	1
9	CA12-AGT-SP38	Distribution of ICLS Family Law Closed Cases 2002 to 125% Poverty Population in 2000	1
10	CA12-AGT-SP41	Distribution of ICLS Housing Law Closed Cases 2002 to 125% Poverty Population In 2000	1
11	CA12-AGT-SP43	Distribution of ICLS Hotline Closed Cases 2002 to 125% Poverty Population in 2000	1
12	CA12-AGP-44	ICLS Closed Cases 2002 to 125% Poverty Population 2000	1
13	CA12-CGP-SP22	Distribution of ICLS Asian/Pacific Islander Closed Cases 2002	1
14	CA12-OVER-SP58	California Senate Districts	1
15	CA12-Congressional Districts	US Congressional District	1

SECTION 2 – Overall Project Evaluation

Please be as descriptive as possible when answering the following questions:

1. Before the mapping project, how well were you able to identify, analyze, and effectively communicate the concentrations of low-income persons and legal services provided across your service area, and the relationship between the two? What differences are the maps making in these areas? Please identify any direct areas of improvement.

Irene Morales: "I think at the beginning of this project I really was wary about where it would go or how it would be focused, but I can tell you after seeing the maps that I really am excited about it. I feel excited about it. I'm a person who likes things to be practical. If I can't see a practical use for it then I don't have any time or use for it, but I really see a lot of practical uses for this kind of information."

ICLS: The maps provide a "visual" that is difficult to describe to anyone unaware of the demographics of the enormous geographical ICLS service area. The maps and the ability to work with GIS software will give ICLS a significant "leg up" in providing a clear picture of "need" to the ICLS Board of Directors, community partners and stakeholders as well as both current and potential funders. This can also be used as a tremendous management planning tool useful to help view the impact of various projects or outreach efforts.

2. Is having management information displayed visually in a map layout or as a graphic, as compared to a table, helpful to your management team? If yes, how?

Irene Morales: "I think the immediate use of this tool is to help us learn more about our own client community and how well we are serving them. To be an evaluation tool internally, I also see the potential to use this tool for fund raising from special grantors, by isolating certain age groups or language groups. We may use this to evaluate various projects that we might have in our service area, whether it's domestic violence, or outreach. For us, we do outreach all the way to Needles, and it's exciting to see that, yes, we have cases in Needles and Baker. Cases were all over the map. Obviously, there is the need for Advocacy. I can also see it as a way to step more algoid, because they can see a picture of where all of that work occurs on the hotline, that obviously we have people way out there. And, possibly a use for us in the rural areas is encouraging private bar involvement by being able to educate the private bar and showing that in the outlying areas, this is the poverty picture."

ICLS: Yes – A visual graphic image communicates information much better than a narrative or tables of numbers, is easier for the eye to quickly grasp and has a more immediate impact.

3. How useful are these maps in identifying access to legal services and targeting areas for increased focus?

Irene Morales: "I asked for this map, Closed Cases Over 125% Poverty Population. It was helpful that we can see where we are doing well, but also where the gaps are so we can effectively reach our clients."

ICLS: We believe that these maps will be very useful as an internal management tool. They can be used for staff training, project planning with community partners, to help identify gaps in program services and to help to plan strategies to meet those gaps.

4. Would having these maps generated on an annual recurring schedule be of value to you, your program, and state or regional planning process? Which maps do you think would be most helpful in such a process?

ICLS: YES.

5. Do you think that the information provided in the maps might lead to new or improved management decisions, actions or relations (i.e., access to legal services, statewide or regional planning, locating emerging income-eligible populations, office locations and/or comparisons, resource or service deployments, improved program support, stakeholder awareness, priority setting, identifying trends or partner relationships and fundraising)? Are there any anecdotes that might be helpful in understanding the impact of the maps?

Irene Morales: "It's an education tool. Its an education tool for our staff, education for our community partners, and with local governments."

ICLS: The greatest immediate value of the maps is their usefulness as an educational tool in providing a clear graphic demonstration for staff trainings; in identifying particular needs in geographical areas for community partners and/or agencies.

6. Do you have any estimates of money saved, resources raised, new program started or extended increasing access to legal services, or other metrics that would be useful in assessing the value of the project and the information it provides?

ICLS: No.

7. Do you have any observations about the strengths and weaknesses of legal services mapping?

Irene Morales: "There is so much of an investment that has been made already. Time, energy, and thinking and working together as the Southern California Project Directors Group. I really want to see it go further. We can do it, but we really need help."

ICLS: While the value of mapping is very apparent and the potential uses many and varied, staff time will be significant not to mention costs of the actual geocoding. Technical assistance with legal service programs partnering with ESRI and financial support from LSC for annual geocoding would allow this project to take root and grow.

8. Do you have any concerns about the accuracy of how these maps represent management information, or about the implications of this representation?

ICLS: YES! - a great deal of care needs to be used to be extremely clear and accurate with verbiage used to title a map as well as definition of and what is contained in legend information. This is especially true if these maps are going to be provided to a funder. There should be clear annotation with nothing left to assumption or misinterpretation. The intended message must be clearly defined and the map must clearly support the message.

9. What lessons have you learned over the life of the project?

Irene Morales: "We really need help, obviously with technical assistance we know that ESRI is right at our back door and also at the back door of the other programs. I see us developing new partnerships with local colleges in an internship program."

ICLS: The value is there – creating the resources to keep the project ongoing will be the challenge.

10. Are there additional maps you would find more useful, other ways of analyzing data that would be more useful or changes in the process that was used that you would recommend?

11. Are you interested in adopting mapping as an ongoing management support tool? What are the next steps to adoption? What roles could LSC play in that adoption?

Irene Morales: "I kind of see that this is a new era coming. I can't see that this door has been opened and now we are going to close it. And, the only thing that can close it is not having enough resources. I think that with enough resources, we can continue. I think to have enough resources and help it has got to take continued LSC support. Particularly with the, and I'm not a techie, Geocoding, since that may be the most expensive part of the whole process. So that we go further with where we are. We really do need to know how we are doing at this particular level."

12. Are there any other observations about the maps or the project you would like to share?

Irene Morales: "I really like the idea of having a management plan to really integrate this type of work so that it isn't just on one desk. That you have all the different parts of your leadership team buy into this to really make it work. I think in the future for this to work, it could work so much more effectively if the programs continue to work together. If the programs continue to work together and if there is continued support from LSC to help us do this work. That as one program gains an edge here and the other program gains an edge there, that we

leverage our knowledge and our staff, particularly those who become involved in working on this, that would be the most effective thing."

13. In what circumstances have you used the maps to explain your organization or an issue?

ICLS: None yet – anxiously awaiting the trophy maps!