Evaluating and Communicating Pro Bono Impact

PILnet Global Forum 2025

Thomson Reuters Foundation | TrustLaw

Case study: Community Law Centres

Project: Community Law Centres

Concept: Setting up Community Law Centres in close proximity to vulnerable and disadvantaged populations, working hand in hand with social sector

Proof of concept: ~1,000 service users in first year

Outcomes:

- Empowered Communities
- Enhanced Well-being
- Sustained Social Impact

THE STRAITS TIMES

Pro Bono SG opens its second free community law centre in Woodlands

Minister for Social and Family Development Masagos Zulkifli (in red shirt) touring the new community legal centre in Woodlands on Jan 19. ST PHOTO: ARIFFIN JAMAR

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Correspondent

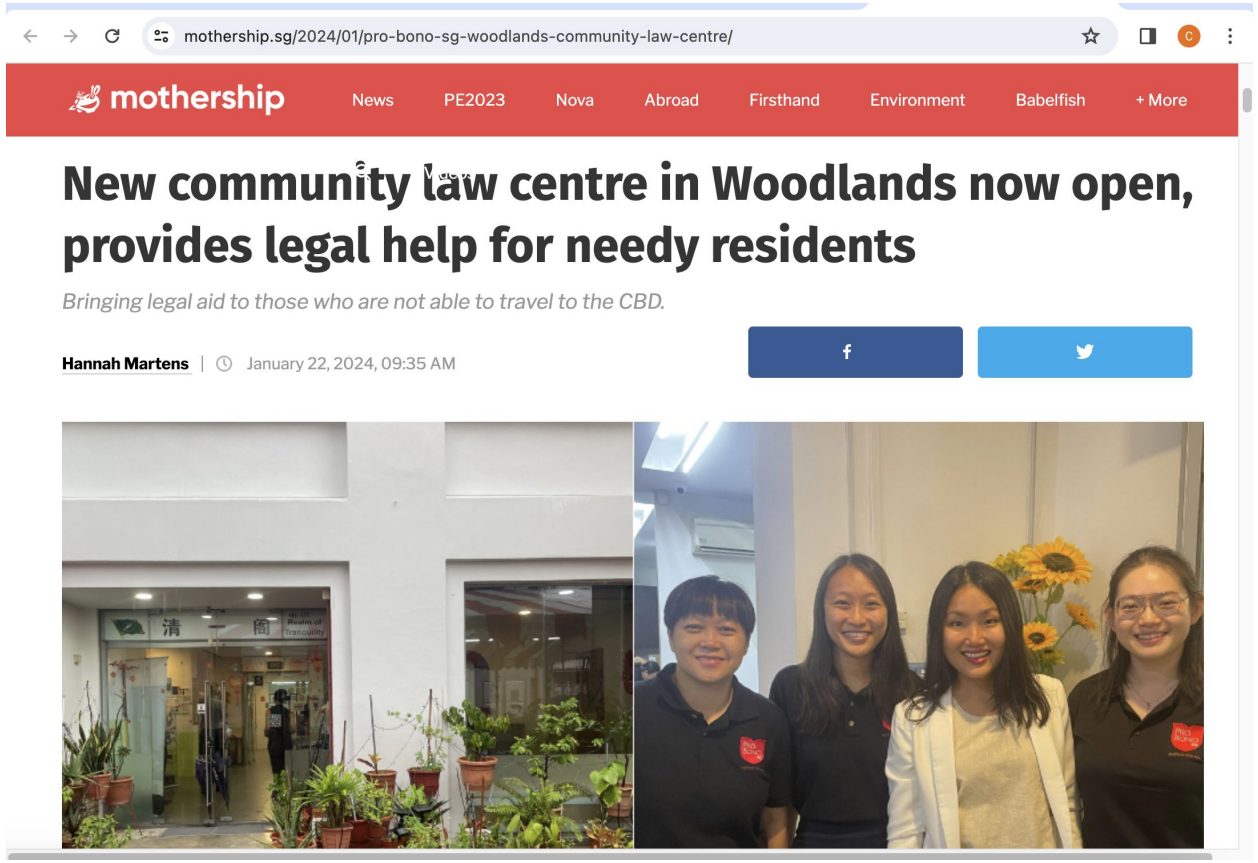
UPDATED JAN 20, 2024, 12:06 AM

SINGAPORE – The community law centre in Hougang was closed for the day when community law fellow Goh Qian Hui heard a knock on the door from a man in his late 60s who had travelled five hours to see a lawyer.

The man, who required a personal mobility device, said he met many obstacles as he made his way from his home in Sin Ming to the centre using public transport, around the time the centre opened on Jan 31, 2023. He wanted to get free legal help for a personal injury claim.

Ms Goh told The Straits Times at the opening of charity Pro Bono SG's second community law centre in Woodlands on Jan 19 that the man's legal issue was a simple one that he could have found answers for online, but the man was not tech-savvy.

Credit: The Straits Times

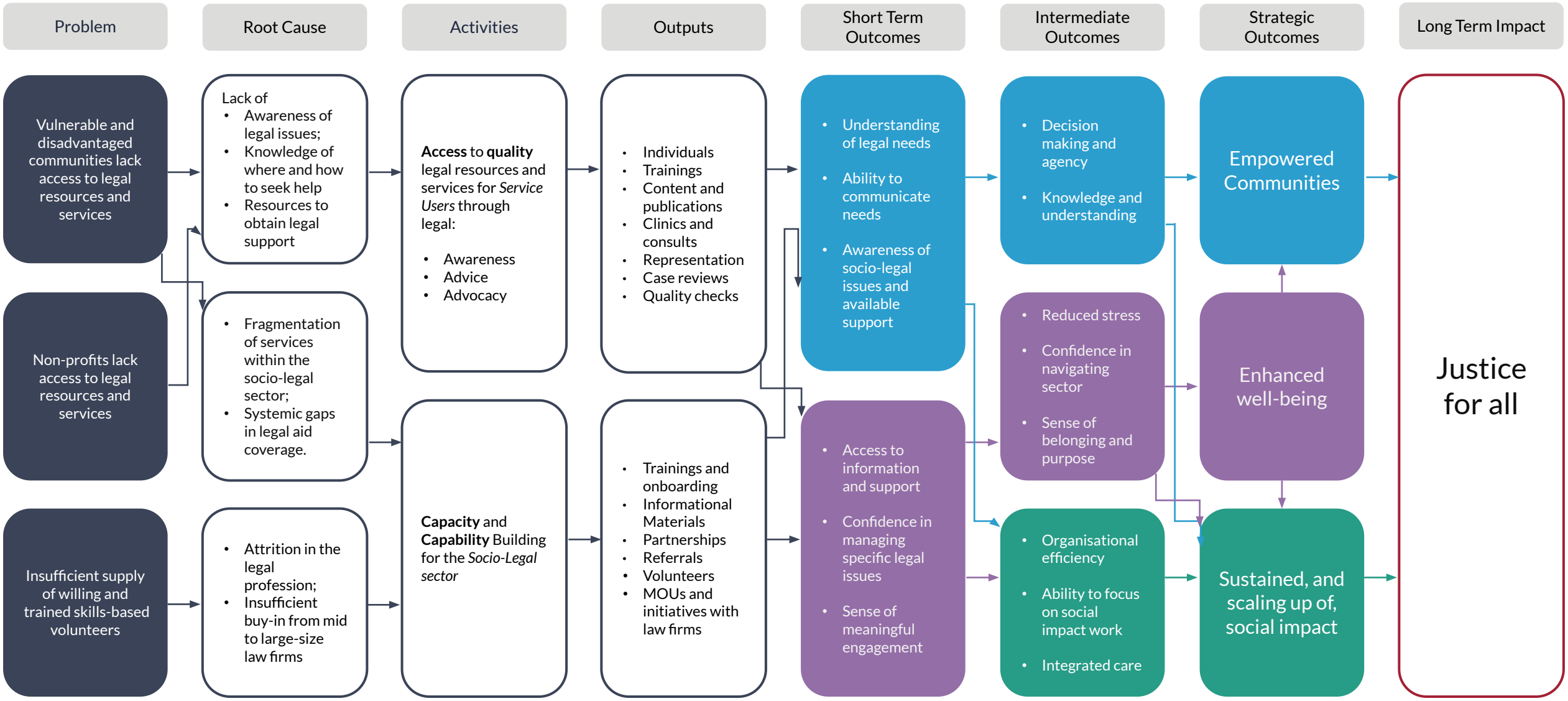


Credit: Mothership

- First recipient of NCSS 4ST Partnership Fund "Grow" grant to scale proof of concept
- Grant included **S$80,000** Impact Evaluation budget based on the TOC, indicators and RE-AIM framework agreed upon with funders

Evaluation Framework

Theory of Change



OUTCOMES AND INDICATORS

INTERVENTION SPECIFIC
Enabling **access** to **quality** legal resources and services

ACCESS

- **Reach**
  - No. of individuals who approach the organisation and receive support
  - No. of individuals who indicate that they heard about PBSG through our outreach
- **Timeliness and accessibility**
  - % of service users who report
    - Ease of accessing service
    - Efficiency of processes/timely access to services
    - Satisfaction with the duration/timing of the session
  - Whether assistance was provided based on pre-determined time-frames

SERVICE QUALITY

- **Ease of communication and sense of safety**
  - % of service users who report
    - Ease of communication/comfort level with staff and lawyers
  - No. of service users matched with relevant translators
- **Relevance of legal expertise and advice**
  - % of service users who report they received relevant/helpful advice
- **Meeting of expectations and needs**
  - % of service users who report
    - Their needs were met
    - Their expectations were met
- **Willingness to return to and recommend organisation**
  - % of service users/social service professionals/volunteers who report
    - Willingness to return to PBSG for additional help
    - Willingness to recommend PBSG to others
    - Long term volunteerism
- **General satisfaction**
  - % of service users/social service professionals/volunteers who are satisfied with their experience

ENHANCED WELL BEING

- **Improved access to information and support**
  - % of service users/social service professionals/volunteers who feel they have access to the information they need to take next steps/better perform their roles
  - % of service users/social service professionals/volunteers who feel they have access to the support they need to take next steps/better perform their roles
- **Increased confidence**
  - % of service users/social service professionals who report increased confidence in managing specific legal issues
  - % of service users who report improved confidence managing the socio-legal sector
  - % of volunteers who report improved confidence in their ability to provide relevant advice.
- **Reduced stress**
  - % of service users/social service professionals/volunteers who report reduced stress/improved happiness as a result of the support received
  - % of service users who report feeling more positive about their situation
- **Increased sense of meaningful engagement, purpose and belonging**
  - % of volunteers who report
    - Feeling their work is meaningful
    - An increased sense of belonging at PBSG
    - An increased understanding of the importance of their work

EMPOWERED COMMUNITIES

- **Improved understanding of legal/social needs and issues**
  - % of service users/social service professionals who report improved
    - Awareness or where and how to seek legal support
    - Understanding of relevant legal issues and needs
    - Understanding of next steps required to address legal needs/support their clients
  - % of volunteers who report improved understanding of
    - Social issues in Singapore
    - How to support their clients
- **Improved decision making (agency)**
  - % of service users who report
    - An improved ability to make decisions related to their situation
    - Feeling a sense of control related to their situation
- **Enhanced knowledge of the case and sector**
  - % of service users/social service professionals/volunteers who report improved knowledge related to their case/legal needs/social issues

SUSTAINED, AND SCALING UP OF, SOCIAL IMPACT

- **Increased efficiency**
  - % of non-profits who report increased work efficiency due to the support they received
- **Increased ability to focus on social impact work and grow/scale up their impact**
  - % of non-profits/social service professionals who report an increased ability to
    - Focus on their social impact work
    - Grow scale up their impact
- **Improved provision on integrated care to service users where their diverse needs are met by relevant experts**
  - Relevant results for user empowerment and participation across services
  - % of service users who report
    - Feeling supported, understood and accompanied across different care touchpoints
    - Clear pathways across services that reduce confusion and delay
  - % of partners who report
    - Improved awareness of each other's services
    - Timely sharing of case updates
    - Access to relevant advice from others based on client's unique needs
    - Improved efficiency in terms of referral and application processes
    - Trust between themselves and other partners

Who can the agency work with for the evaluation research? E.g.

- In-house research departments
- Outsourcing to research consultant
- A combination of working with an external research consultant and in-house research consultant

How long should the evaluation research last?

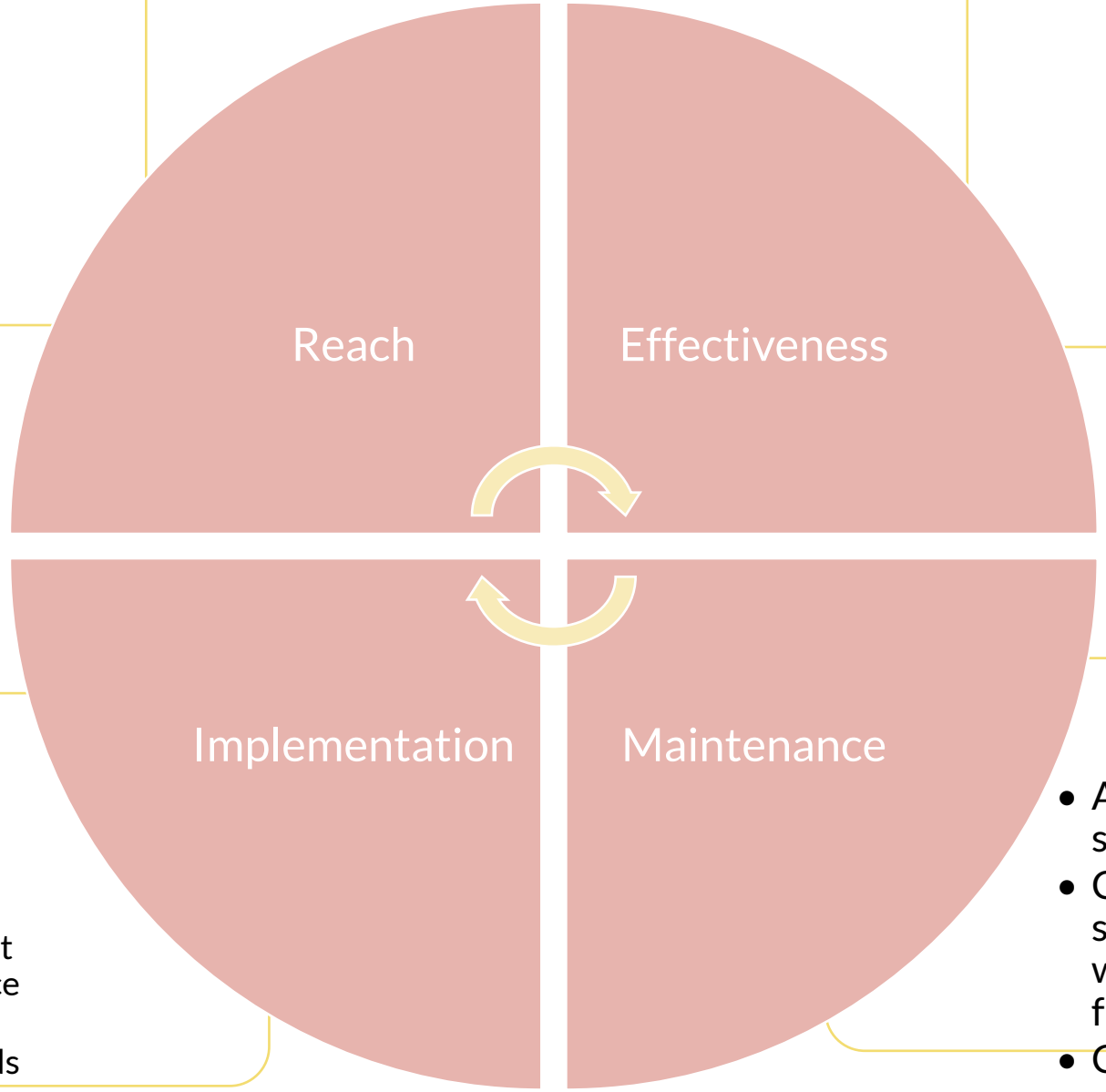
Mandatory evaluation activities e.g.

- 1-to-1 surveys with 50 service users across 5 case types
- Follow-up surveys 2 months post-service
- Focus Group Discussion with community partners
- Focus Group Discussion with staff and volunteers

Milestone deliverables e.g.

- 6-month progress update
- Final report

RE-AIM Framework



- Proportion of service users that belong to originally intended service users
- Barriers and facilitators in recruitment

- Proportion of service users who achieved intended outcomes
- Unintended outcomes

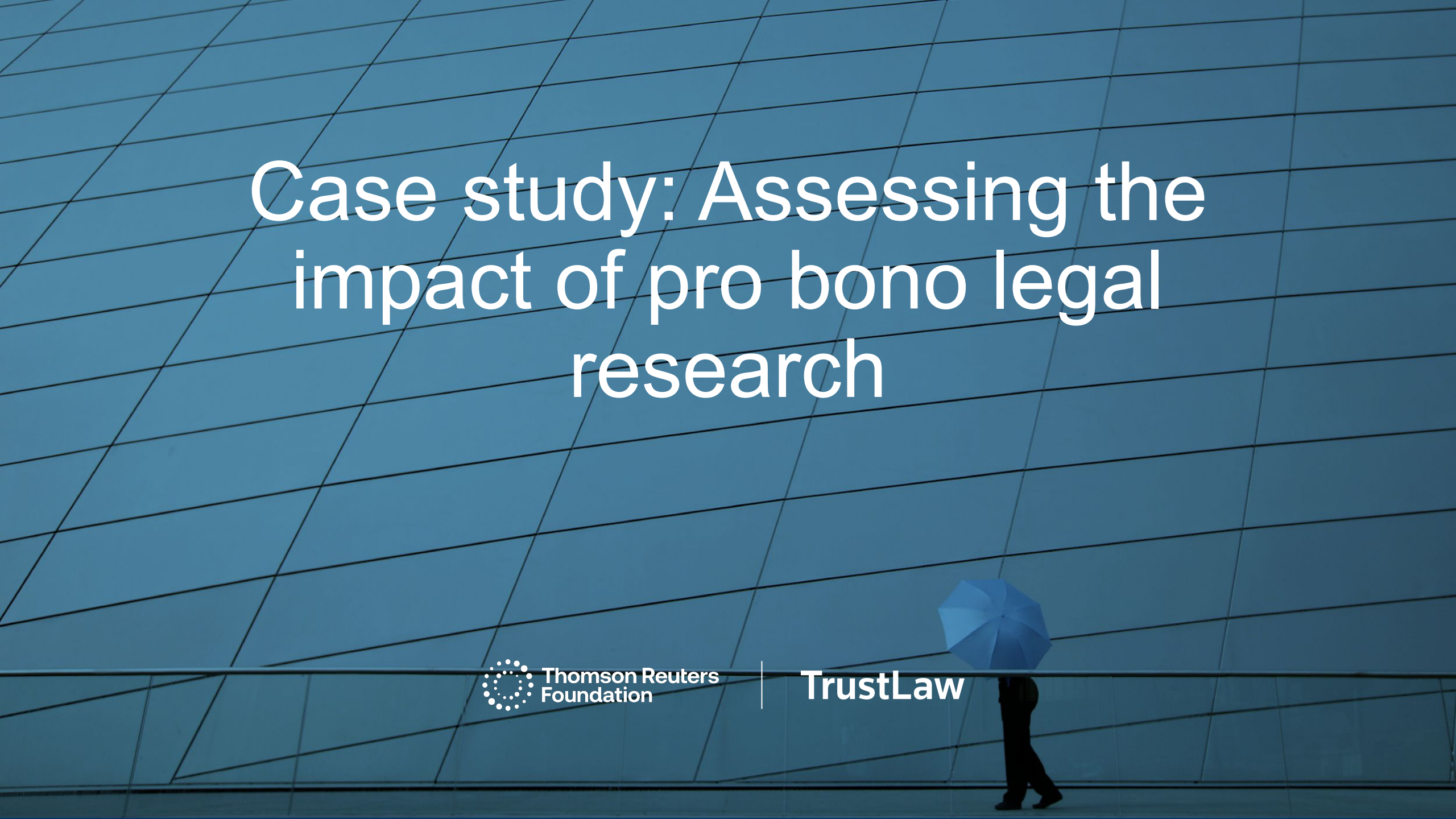
Adoption (NA)

- How to develop organizational support to deliver intervention

- To what extent implemented as intended?
- Barriers and facilitators?
- Aspects perceived to be most important to changing service outcomes
- Extent that Service Standards help to achieve outcomes

- Are service users able to sustain outcomes?
- Can programme be sustained by agency without external funding?
- Cost avoidance?

Case study: Assessing the impact of pro bono legal research



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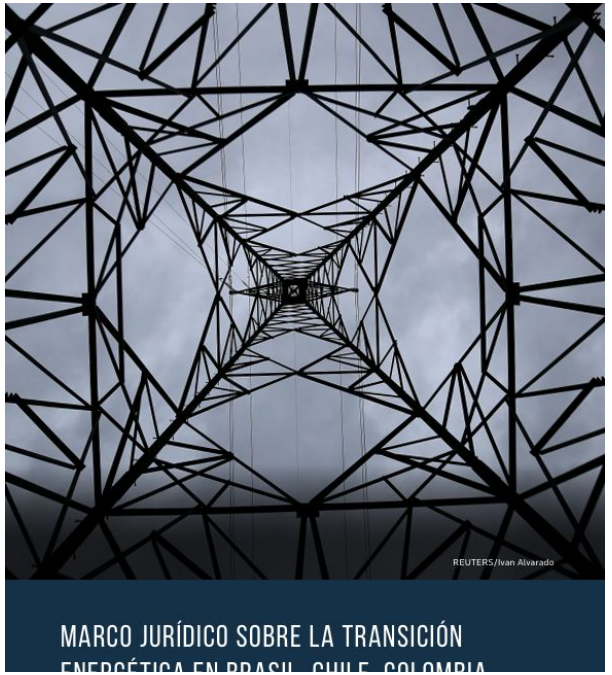
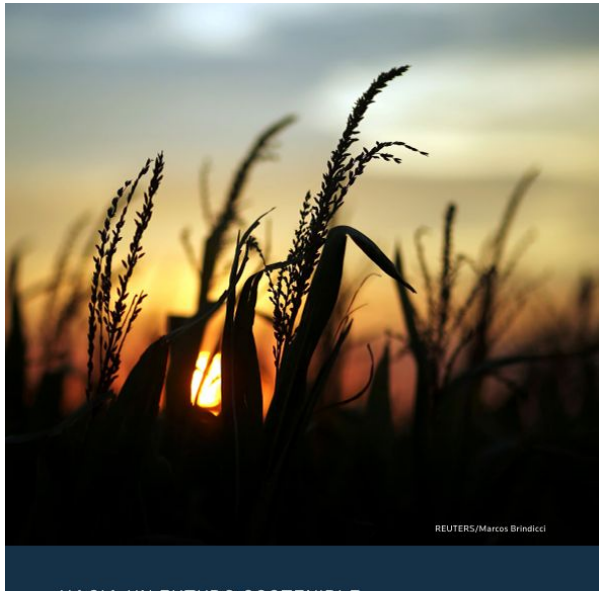
TOOLKIT
A.I. GOVERNANCE
FOR AFRICA
PART 1: INTRO TO AI


REGULATORY MAPPING ON
ARTIFICIAL INTELLIGENCE
IN LATIN AMERICA
Regional AI Public Policy Report
Access Now defends and extends the digital rights of people and communities at risk.


REUTERS/Ivan Alvarado
MARCO JURÍDICO SOBRE LA TRANSICIÓN


TOWARDS
ALGORITHMIC
TRANSPARENCY


REUTERS/Marcos Brindicci


REUTERS/Adrees Latif
EXPANDING OPPORTUNITY: A GUIDE TO
IMPACT INVESTING IN SOUTHEAST ASIA

Metrics

1. Relevance

- Did research address identified knowledge gaps?
- Did it meet CSO needs?

2. Quality

- Legal accuracy and credibility
- Accessibility of language
- Contextual relevance

3. Use

- Internal strategy development
- Advocacy (legislative submissions, policy consultations, court submissions)
- Training and capacity building

4. Reach

- Where reports were republished or shared
- Geographic spread

Others

- Download/social media engagement metrics
- Academic citations
- Media coverage

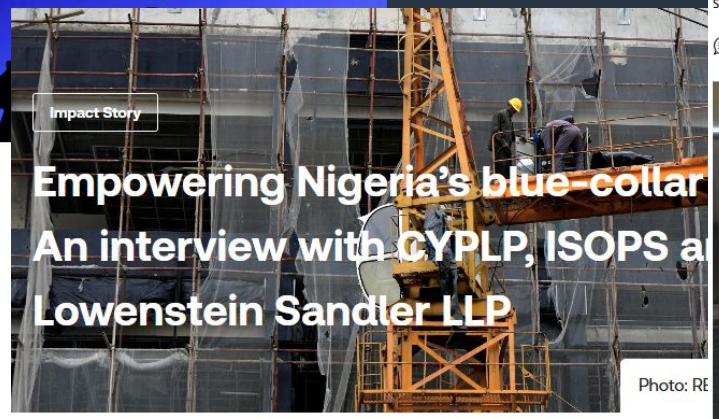


Photo: RE

One of the biggest challenges affecting blue-collar workers such as construction workers and private security personnel in Nigeria is widespread labour rights violations with little to no consequences for perpetrators.

To help combat this issue, TrustLaw, the Thomson Reuters Foundation's global pro bono service, connected CYPLP and ISOPS, social impact NGOs, with the law firm Lowenstein Sandler LLP, to create a Know Your Rights Guide for workers to better understand their entitlements regarding issues like fair compensation, unionising, and health and safety.

Urgent need for unified emergency healthcare legislation in India: report

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India's dearth of trained staff and infrastructure in district hospitals, and the absence of designated trauma centres and surgeons, leads to delayed clinical decisions, per a report by NGO SaveLife Foundation

Updated - October 28, 2023 01:53 pm IST - HYDERABAD

SIDDHARTH KUMAR SINGH

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The report recommends actions such as the impleme emergencies, citizen training programmes and the es number. File | Photo Credit: The Hindu

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News

09/05/2024

Expanding Opportunity: A Guide to Impact Investing in Southeast Asia

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Article Type:

Legal Update

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SyCipLaw contributed to the Philippine chapter of the guide titled "Expanding Opportunity: A Guide to Impact Investing in Southeast Asia." The chapter was prepared by SyCipLaw partners Vicente D. Gerochi IV, Jose Florante M. Pamfilo, special counsel Catherina M. Fernandez, and associates Patrick Edward L. Balisong and John Stephen B. Pangilinan.

The publication is a project of Aspen Network of Development Entrepreneurs (ANDE) and TrustLaw, the global pro bono legal service network of Thomson Reuters Foundation, with the support of law firms in jurisdictions covered by the guide.

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SembraMedia presenta guía para construir medios

Publicado en Oct 28, 2024 en ***Innovación en los medios***

Periodistas, emprendedores y otros interesados en fundar y gestionar medios de comunicación independientes en México, Costa Rica y Estados Unidos pueden consultar esta guía online.

Con el objetivo de ayudar a medios de la región a tomar decisiones informadas, SembraMedia se asoció con Trustlaw, la red global pro bono de la Thomson Reuters Foundation, para ayudar a los emprendedores a explorar las opciones legales disponibles y tomar decisiones estratégicas sobre la mejor opción para cada proyecto, teniendo en cuenta sus circunstancias, posibilidades y riesgos.

Las guías incluyen información sobre cargas fiscales, tiempos de constitución, beneficios, autoridades regulatorias, donaciones y financiamiento y más.

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