

TCC-JPC CLA Case Evaluation Instructions

Under the TCC-JPC CLA case evaluation process, each CLA will receive at least two evaluations per year. Of these, at least one will be conducted by the JPC, and one will be conducted by TCC. Each evaluation will include a thorough evaluation of four cases.

- *JPC lead monitors* will evaluate field monitors under their responsibility.
- *TCC field officers* will evaluate cases by field and lead monitors.

A. Monitor Selection: At the beginning of each month, the evaluator will choose which CLAs are to be reviewed during that month.

B. Case selection: The evaluator will ask the JPC secretary to select eight cases from the JPC database, of which the evaluator will follow up on four. These cases must either be currently open, or have been closed no more than six months prior to review. Cases must be selected randomly.

- DO NOT select cases if the client has not given consent for monitoring.
- DO NOT select cases that have been selected under previous evaluation activities.

The secretary will then write down the case numbers, find the case record in the JPC files (Copy 2 if the case is still open or Copy 3 if the case is closed), and photocopy the case record for each case.

C. Client Meeting: For each case, the evaluator will go to the client and verify the information on the case record with the client. Any errors recorded in the case record will be marked on a photocopy of the case record using a color pen. The evaluator will also ask additional qualitative questions to the client as outlined in the form below. IF THE EVALUATOR CANNOT FIND THE CLIENT S/HE MUST STILL ANSWER QUESTION 1 ON THE FORM AND THEN SELECT ANOTHER CASE.

D. Case File Review: Following the client meeting, the evaluator will check the monitor's case files to make sure that they have been adequately updated.

E. Legal Review: After the evaluator has met with all four clients, s/he will schedule a meeting with the legal officer to discuss whether the case was solved according to best legal and alternative dispute resolution practices. The legal officer will provide comments on each case in the relevant section on the form. The legal officer will work with the evaluator to score the CLA on a five point scale.

F. Feedback Meeting: The evaluator will schedule a meeting with the CLA under evaluation to provide feedback. It is important that feedback be constructive not confrontational. The CLA under review will be given the opportunity to respond to the feedback. They should be provided with a copy of the comments.

G. Debrief: The evaluator will give copies of all four case monitoring forms and marked photocopies of the case record to the JPC secretary, who will enter information into the case evaluation log spreadsheet. If there were any corrections to the case record, the secretary will include them in the monthly case spreadsheet under the heading "corrections to previous cases". Finally, the evaluator will share the results of the monitoring process with the JPC regional coordinator and with the head project officer in the local Carter Center office.

Catholic Justice and Peace Commission
Republic of Liberia

CASE EVALUATION FORM

Evaluator Details:

Evaluator Name: _____

Type of Evaluator: Lead Monitor (1) Regional Coordinator (2)
 TCC Field Officer (3)

Monitor Details:

Monitor Name: _____

Type of Monitor: Lead (1) Field (2)

Monitor Number: _____ Case Number: _____ Evaluation Year: _____

Evaluation Session (1 or 2) _____ Case Evaluation Number: _____ of 4

PART 1: CLIENT MEETING

Date of Client Meeting (DD/MMM/YYYY): ____ / ____ / ____

Question 1: Were you able to meet the client? YES (1), if no, please state reason:

(If no, please ask the secretary to select another case at random from the case record. You must still submit this form for processing.)

- Client did not consent to meet (2)
- Client does not want to meet (3)
- Client has moved away (4)
- Client has died (5)
- Community do not recognize client name (6)

Other (7), please state: _____

Question 2: Was the case record correct?

(If incorrect, please mark changes on a photocopy of the case record form)

- YES (1) No (2) Largely Correct (3)

Question 3: What is the status of your case?

- Successfully Closed (1) Open (2) Re-opened (3)

Comments:

Question 4: Did the monitor provide legal education relevant to the case?

YES (1) NO (2) DON'T KNOW (3) N/A (4)

What does the client remember about the legal information he or she received?

Question 5: Did the monitor provide case options?

YES (1) NO (2) DON'T KNOW (3) N/A (4)

If yes, what options were given?

Question 6a: Were all necessary parties consulted?

YES (1) NO (2) DON'T KNOW (3) N/A (4)

Question 6b: Were you happy with the way this was done?

YES (1) NO (2) DON'T KNOW (3) N/A (4)

Comments:

Question 7a : How often did the monitor visit?

(Phone calls can be included as visits)

- More than one time per week (1)
- One time per week (2)
- Two times per month (3)
- One time per month (4)
- Less than one time per month (5)
- Only one time (6)

Question 7b: When was the approximate date of the last visit? _____

Question 7c: Approximately how many follow ups did the monitor make? _____

Question 8: Was the JPC helpful to you regarding this case?

- Helpful (1) Not helpful (2) Made things worse (3)

If helpful how? If not why?:

Question 9a: Do you have any recommendations for the monitor? YES (1) NO (2)

List recommendations:

Question 9b: Would you have taken this case to a monitor of a different gender?

- YES (1) NO (2) DON'T KNOW (3) N/A (4)

Question 10a: Would you carry another case to the JPC?

- YES (1) NO (2) DON'T KNOW (3) N/A (4)

Comments:

PART 2: REVIEW OF MONITOR'S CASE FILE

Question 11: Does the Case Option Logs match the options explained by the client?

- YES (1) NO (2) DON'T KNOW (3) LARGELY CORRECT (4) N/A (5)

Question 12: Does the Case Action Log match the actions explained by the client?

- YES (1) NO (2) DON'T KNOW (3) LARGELY CORRECT (4) N/A (5)

Comments:

Question 13: Has the case file adequately updated?

- YES (1) NO (2) DON'T KNOW (3) LARGELY CORRECT (4)

Comments:

PART 3: LEGAL AND ADR TECHNIQUES REVIEW (TO BE COMPLETED BY THE LEGAL OFFICER WITH THE PROJECT OFFICER/JPC LEAD MONITOR/REGIONAL COORDINATOR)

Question 14: Please rate the CLA’s handling of the case:

1 – Requires Significant Improvement	2 – Needs Improvement	3 – Satisfactory	4 – Good Work	5 - Excellent

Legal Officer’s Comments:

Signature _____

Date: _____

PART 4: FEEDBACK

Monitor Details:		
Monitor Name: _____		
Monitor Number: _____	Case Number: _____	Evaluation Year: _____
Evaluation Session (1 or 2) _____	Case Evaluation Number: _____ of 4	

Recommended action:

Monitor's Comments (if any):

Confirmation that Monitor received feedback:

Signature _____ Date: _____

PART 5: DEBRIEF

JPC regional coordinator briefed

Signature _____ Date: _____

JPC Lead Monitor briefed

Signature _____ Date: _____

TCC field officer briefed

Signature _____ Date: _____

Case evaluation log updated and case record errors updated in monthly case database

Signature _____ Date: _____