

Data Collection Requirements for Sandbox Participants

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Disclaimer: This document is subject to change.

The role of the sandbox administrator is to assess the risk of three possible harms to consumers of the legal services provided by sandbox participants. The harms are:

- Receiving inaccurate or inappropriate legal services.
- Failing to exercise legal rights through ignorance or bad advice.
- Purchasing unnecessary or inappropriate legal services.

The sandbox administrator needs several kinds of data on legal outcomes to assess the likelihood of consumers experiencing these harms. Sandbox participants can raise their chances of admittance into the sandbox by providing as much of the required data as possible. A partial but suggestive list of data collection strategies and data sets are:

- Consumer complaints
- User surveys
- Rate of service error fixes
- Level/rates of services provided
- Legal and financial outcome data
- Benchmarking data for proposed services¹

Although the sandbox administrator is interested in the absolute incidence of consumer harms by a sandbox participant, the more important criterion is the relative rate or risk of harm compared to the experience a consumer would have received absent the legal services provided. To make that comparison, information must be known about the consumers of the legal services provided in the sandbox. This kind of demographic data is again most easily provided by sandbox participants. Some possible useful data for this purpose might be:

- Income level
- Education level
- Geographical location
- Race/ethnicity

¹ Ideally, benchmarking data would closely match the Utah consumer subset affected and the service type being proposed. Because such data is scarce, applicants may utilize appropriate data sets from other states, national studies, and even international research. Examples include the annual assessments by the World Justice Project, legal need studies by the Legal Services Corporation, and legal need studies by state legal aid organizations and state courts.

The sandbox administrator will negotiate the actual data collection requirements individually with each sandbox participant, but the administrator will attempt to establish and maintain data sets as consistent with the guidance above as possible. Because the administrator has limited resources to separately collect such data, applicants to the sandbox are advised to provide as much of the required data as possible.

Data Policies

No data provided by sandbox participants will be shared with any other organizations for any reason. Data provided by sandbox participants should be anonymized before submission to the sandbox administrator. Data provided will be kept confidentially and deleted from administrator databases after analysis. The administrator may choose to share provided data to independent evaluators of the sandbox pilot after receiving permission by the data provider. If so, such evaluators will be contractually required to also keep the data confidentially and delete it after analysis is completed.