



The State Bar of California

**EXCERPTED FROM THE
FINAL REPORT AND RECOMMENDATIONS
CALIFORNIA PARAPROFESSIONAL PROGRAM WORKING GROUP
SEPTEMBER 21, 2021**

Program Evaluation Metrics

Metric	Data Points	Data Sources
Program Viability	Number of licensees/market coverage	Internal data
	Volume of use	Survey
	Stable and sufficient regulatory funding source	Internal data
	Sufficient income potential for licensees to stay in business	Survey
Equity and Access	Demographics of paraprofessionals and their clients	Survey
	Number of self-represented litigants (reduced?)	CMS and JBSIS ⁶
	Justice Gap (reduced?)	Survey
Case Outcomes/Client Satisfaction	Overall satisfaction	Survey
	Procedural satisfaction	Survey
Legitimacy/Political Sustainability	Lawyer, judicial officer, and general public sentiment about the program	Survey
Affordability	Fee structure transparency: consumer understanding of service offering and price point	Survey
	Hourly rates	
	Event and per-case rates	
	Number or hours to complete services	
Efficiency in Paraprofessional Training	Cost of education	Survey