

Project Overview & Objectives

A subset of our clients face complex needs – acute, chronic, or both – that bring them into frequent contact with the criminal justice system and legal aid. The presence of multiple interconnected personal, social, and systemic factors can lead to an increased demand for customized, integrated client-centered legal services and social support.

Through policy research and consultations funded by the Ministry of Attorney General and the Law Foundation of BC, we will consider these factors and identify service enhancements to achieve better outcomes for criminal law clients with complex needs. Additionally, the project will explore how we can respond to the BC Government's Safer Communities Action Plan. Implementation of recommendations falls outside the scope of this project. This project aims to achieve the following objectives:

- **Increased Knowledge:** Deepen our understanding of criminal law clients with complex needs.
- **Service Enhancement:** Recommend enhancements to services aimed at improving quality and achieving better outcomes for clients with complex needs.
- **Relationship Strengthening:** Foster stronger relationships with service partners.
- **Integration Improvement:** Facilitate better integration between LABC and other relevant services, promoting a more holistic approach to addressing the legal and non-legal issues faced by clients with complex needs.

Stakeholder Consultation

Consultation activities will include focus groups and interviews with communities (including Indigenous, racialized, and other equity-seeking groups), lawyers and justice system partners. Consultation methods also include a lawyer survey and a client journey mapping exercise. We will start consultations in November 2023, with all activities completed and a draft consultation report presented by the end of February 2024.

Final Deliverables

By May 2024, this project will deliver:

- **Recommendations** - A final report that outlines recommendations for client-focused legal aid service enhancements and delivery models for achieving the identified client outcomes. Service enhancements will respond to the *Safer Communities Action Plan* and the *Repeat Violent Offender Intervention Initiative (ReVOII)* but will not be limited to these government initiatives.
- **Outcome Model** - An outcome model to analyse and track outcomes for criminal law clients with complex needs against LABC service objectives and strategic priorities.