

Experimenting and learning: BC's Family Justice Innovation Lab

Jane Morley, QC and Kari Boyle

October 2, 2015

Not another report!



Research-reports.jpg cutesy of www.coeforict.org

How to bridge the implementation gap?

- ▶ The story of the lab is a story about figuring out how to answer that question
- ▶ The answer(s) are evolving
- ▶ The story is unfolding



It Was a Dark and Stormy Night...



The “system” from the families’ perspective

- ▶ The Aha! Moment
- ▶ Social issue with legal aspects, not the reverse
- ▶ Required: more than the expertise of lawyers and judges



Kahane and Complex Problems



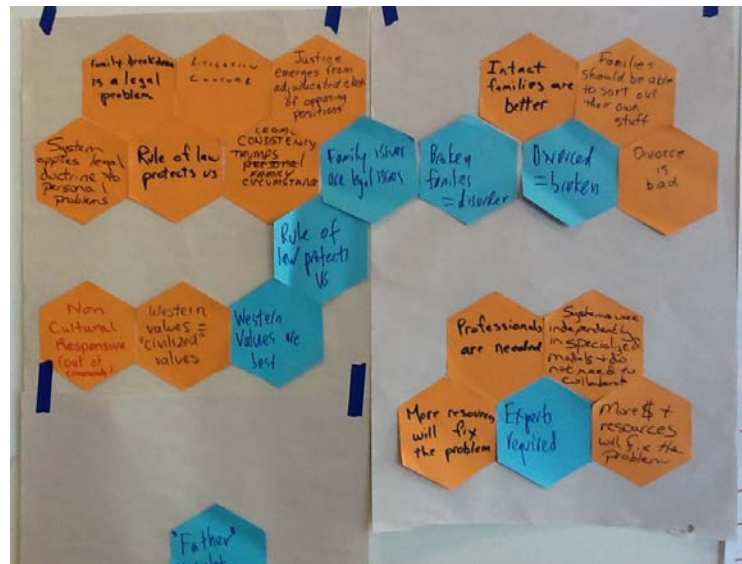
- ▶ Making the family justice system work for families is a complex, not complicated, problem
- ▶ Expertise is not enough

Social Lab Revolution

- ▶ April 2014, Zaid Hassan workshop on the Social Lab Revolution
- ▶ The three basic characteristics:
 1. Experimental
 2. Participatory
 3. Systemic

Founding Meeting

- ▶ June 1 and 2, 2014 Vancouver
- ▶ Funded by BC Law Foundation
- ▶ 20 invited participants - broader than usual base
- ▶ Identification of Purpose, Strategy, Stakeholder identification



Purpose

“To improve the journey of children and families throughout BC experiencing transition, such as separation and divorce, resulting in an increase in resilience and well-being”

Launched Lab 1.0

Photo # 80-G-442599 Mary Lin Mower christens USS Intrepid, 1952



Inspiration from other Canadian Labs

▶ Ontario

- ▶ Family Justice & Mental Health Social Lab
- ▶ MaRS Solutions Lab

▶ Alberta

- ▶ Reforming the Family Justice System Initiative

How to Proceed Without \$

- ▶ Volunteer ED group
- ▶ Steering Committee
- ▶ Gathering initiatives under the umbrella



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Our First Initiatives



- ▶ Northern Navigator
- ▶ Sliding Scale
- ▶ Pro bono Collaborative

Learning as We Go

- ▶ Experimenting means learning as you go
- ▶ Developmental evaluation workshop November 2014 - Innoweave
- ▶ February 2015 Mark Cabaj workshop (funded by the BC Law Foundation)
- ▶ McConnell Foundation funding

What is Developmental Evaluation?

- ▶ An approach not a method
- ▶ Builds on traditional evaluation methods
- ▶ Focuses on innovation and strategic learning
- ▶ For dynamic and uncertain environments
- ▶ When outcomes not known in advance

Baseline Report

- ▶ To understand trajectory of emerging Lab
- ▶ Interviewed Lab team, initiative leads
- ▶ Looked at Lab's theory of change and asked probing questions
- ▶ Held up mirror on current and possible activities



Relationship to Justice System Actors?

Justice system analogous to an organization that needs to adapt to survive or thrive

Two parallel systems

- ▶ Operating - traditional process that handle operational needs
- ▶ Strategy network - innovative, mobilizes volunteers, continually formulates ideas



"Dear Mr. Gandhi, We regret we cannot fund your proposal because the link between spinning cloth and the fall of the British Empire was not clear to us."

Written by *M. M. Rogers* and illustrated by *Ariv R. Fatzal, Wahyu S., Ary W.S.*
Creative team for Search for Common Ground in Indonesia

Increasing Lab's Capacity

- ▶ How to experiment
- ▶ How to tap user perspective
- ▶ How to learn from positive deviance



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Human-Centred Design

- ▶ We need to learn
 - ▶ The approach
 - ▶ The tools
- ▶ IDEO mooc
- ▶ Learnings to date

Concluding message:

Do things differently and adapt
to context

Mechanism + Context = Outcome

Into the Future



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