



**Appendix A:**  
**Final Report on the Survey of Clients**  
*Provided with Advice or Brief Services*  
*by Pennsylvania Legal Aid Programs Funded*  
*under the Access to Justice Act*

*Report Prepared for the*  
*Pennsylvania IOLTA Board*

# Pennsylvania IOLTA—The Lawyers Trust Account Board



**Board of Directors** Penina Kessler Lieber, Esq., Chair  
Andrew F. Susko, Esq., Vice Chair

Michele Goldfarb, Esq.  
Bryan S. Neft, Esq.  
Honorable Justin M. Johnson  
James C. Schwartzman, Esq.  
Kathy M. Manderino, Esq.  
Honorable Margherita Patti Worthington, Treasurer

**Steering Committee  
for the Helpline Evaluation** Sam Milkes, Executive Director, Pennsylvania Legal Aid Network, Inc.  
Rhodia Thomas, Executive Director, MidPenn Legal Services  
Laval Miller-Wilson, Executive Director, Pennsylvania Health Law  
Project  
Michele Goldfarb, Director, Pennsylvania IOLTA Board  
Vicki Coyle, Executive Director, North Penn Legal Services  
Nanci Hoover, Supervising Attorney, Advice and Referral Center,  
Legal Aid of Southeastern Pennsylvania  
John Gandrud, Intake Manager, Northwestern Legal Services

**Management Team** Alfred J. Azen, Executive Director  
Stephanie S. Libhart, Assistant Director

**Contact Information** The Pennsylvania Lawyers Trust Account Board  
P.O. Box 62445 • Harrisburg, PA 17106-2445  
Telephone 717-238-2001 • 888-PA-IOLTA (724-6582)  
FAX 717/238-2003  
Email: [paiolta@pacourts.us](mailto:paiolta@pacourts.us)

**About This Report** This report, related to funding received as a result of the Access to Justice Act (42 Pa. C. S. Section 4901 et. seq.), was sponsored by the Pennsylvania Lawyers Trust Account Board (the PA IOLTA Board), with data provided by the Pennsylvania Legal Aid Network, Inc. (PLAN, Inc.) and by the ten legal aid programs that participated in the Client Survey. The report was produced for the PA IOLTA Board by The Resource for Great Programs, Inc.

Attachments to this report containing details about the data and methodology used in the Client Survey described in the report, are

**Final Report on the Survey of Clients  
*Provided with Advice or Brief Services  
by Pennsylvania Legal Aid Programs  
Funded under the Access to Justice Act***

**Prepared for the Pennsylvania IOLTA Board**

**By**

**Ken Smith, Ph.D  
Kelly Thayer, MA  
Kathy Garwold, MBA**

**The Resource for Great Programs, Inc.**

**July 2012**

## EXECUTIVE SUMMARY

### Overview

This report summarizes the principal findings, conclusions and recommendations from interviews with a representative sample of 400 clients whose cases were closed by advice-only or brief services from Pennsylvania legal aid programs in 2011.

This study (the “Client Survey”) was a key element of a comprehensive evaluation of the telephone-based advice-only and brief services provided by Pennsylvania legal aid programs.

The Client Survey encompassed all ten civil legal aid programs in Pennsylvania that operate telephone-based legal assistance systems. They included nine regional programs serving the general low-income population and one specialized provider of health law services.

One purpose of the Client Survey was to address an important question raised in a May 2011 performance audit of the Access to Justice Act (AJA) conducted by the Pennsylvania Legislative Budget and Finance Committee (the “Performance Audit Report”): how are the 50 percent of cases closed through advice (including both “advice-only” and “brief services”) resolved?

A second purpose was to shed light on another question raised in the Performance Audit Report: how effective is *telephone-based* legal assistance? Telephone legal “helplines” have grown in importance among Pennsylvania legal aid programs and across the country as legal aid organizations seek to help more people with limited resources and to improve access to their services, particularly for people facing barriers such as physical disability, lack of access to public transportation and location in rural areas far from program offices.

An additional purpose was to assess the extent to which the results of telephone-based legal assistance are affected by any or all of three major factors: whether clients had received advice-only or brief services; whether clients had been served primarily by telephone or in-person; and what types of specific legal problems clients faced.

The Client Survey was conducted by The Resource for Great Programs, Inc., working with a Steering Committee and leaders of the ten programs to implement a computer assisted telephone interview (CATI) survey of 400 clients, with cases selected at random from all those closed as advice-only or brief services by Pennsylvania legal aid programs in the latter half of 2011. Procedures and protocols were developed to make sure the Client Survey produced valid and reliable information while also aligning with an informal opinion of the Pennsylvania Bar Association regarding protection of the confidentiality of clients whose perspectives were sought in the survey.

### Summary of Findings on Advice-Only and Brief Services Cases

The Client Survey provided for the first time a picture of what happens to clients who receive advice-only or brief services from Pennsylvania legal aid programs. It revealed that:

- **One out of every three recipients of advice-only or brief services reported positive outcomes that were tangible and measurable** (page 8). For example, they were granted custody of their children, obtained the public benefits they applied for, or avoided a crisis such as eviction or foreclosure.

- **A Majority of Clients Achieved Their Goals** (page 10). Often all that clients desired was simply to talk with a legal advocate to learn the legal implications of situations they were facing and to get advice about what to do.
- **Almost half of the cases produced complete or partial solutions to clients' legal problems** (page 11).
- **Six out of ten recipients achieved results they deemed favorable** (page 12). In some cases the result was dealing with a major crisis, such as a suspension of heating fuel delivery in the midst of winter. In other cases, it was bringing closure to a lingering dispute such as repairs promised by a landlord but never delivered.
- **Eight out of ten recipients reported that the legal aid program was helpful to them** (page 13).

These findings shed light on the question raised by the auditors: is the advice being provided to clients "effective?" For a strong majority of clients, the answer was "Yes" – six out of ten achieved results they deemed "favorable," and eight out of ten obtained services they found "helpful." The evidence shows that these services are not only effective; they are essential. Without them, thousands of low-income families a year would be forced to confront their legal problems without any legal help at all, with consequences that in some circumstances would be devastating.

## **Summary of Overall Findings on Telephone-Based Legal Assistance**

In addition to clarifying the results being achieved through advice-only and brief services generally, the Client Survey shed light on the effectiveness of those services when delivered via one of the telephone-based intake and legal assistance systems that have come into wide use by Pennsylvania legal aid programs since 2000. The Client Survey revealed that:

1. ***Legal aid programs' telephone-based legal assistance systems are more than "hotlines"*** (page 18). They are serving as the "front door" of a sophisticated, multi-faceted service delivery approach that performs intake, triage and case assignment by telephone for the whole of array of legal services offered by the program. These services include advice-only and brief services (over the telephone or at a program office), appointments at legal clinics or with pro bono attorneys, or extended representation by program advocates if the situation and available resources warrant it.
2. ***The majority of clients of telephone-based assistance receive follow-up from the program after having been served*** (page 19). In this respect, the Client Survey affirmed that the Pennsylvania telephone-based legal assistance systems are in alignment with one of the best practices recommended by the 2002 Hotline Study.
3. ***Pennsylvania legal aid clients are benefiting from best practices developed through a decade of research and technical assistance by the legal aid community on telephone-based legal assistance*** (page 20).
4. ***The vast majority – between 79 and 96 percent - of clients served by telephone took follow-up action on the advice they were given*** (page 21).
5. ***Between 50 and 88 percent of those who took action said it worked "very well" for them*** (page 23).

6. ***Telephone-based services achieved significant results for clients*** (page 24). Approximately half of clients achieved their goals “completely” or “somewhat.” Twenty nine percent achieved positive outcomes beyond receipt of advice-only or brief services.
7. ***One-half of the clients served by telephone achieved complete or partial solutions to their legal problems*** (page 25). This was comparable to, or slightly better than, the results found by the 2002 Hotline Study (page 26).
8. ***Six out of ten clients considered the results of their cases to be “favorable”*** (page 26).
9. ***Three out of four clients of telephone-based assistance said their experience was positive*** (page 27).

These findings provide strong evidence that from a clients’ perspective, telephone-based advice and brief services are providing not only broader and more convenient access to services but real solutions to legal problems and outcomes clients deem favorable, even in some cases where the facts of the situation are not favorable to the client’s preferred outcome. Taken as a whole, the findings indicate that telephone-based legal assistance is a legitimate vehicle for effective, high-quality assistance to clients.

### **Summary of Findings Regarding Impacts of Major Variables on Effectiveness of Telephone-Based Legal Assistance**

The Client Survey found that:

1. ***There were no large differences in results between advice-only cases and brief services cases*** (page 31).
2. ***Marginally better results were reported for in-person services than for services provided primarily by telephone*** (page 32).
  - The slight advantage of in-person assistance suggests that programs should continue to assign difficult cases or clients with extra challenges to program offices for in-person services (page 36). Special screening procedures should be applied at intake to ensure that these cases are flagged for in-person service.
  - The fact that the advantage of in-person assistance is so slight suggests that telephone-based assistance can produce good results for the majority of clients whose situations do not pose special challenges calling for in-person services (page 36).
3. ***The results achieved by clients were found NOT to be correlated with the legal problems they faced*** (page 36). Differences in results might indeed exist, but the sample sizes for the Client Survey were not large enough to say with confidence that some problems are more amenable to telephone-based legal assistance than others.

### **Overall Conclusion**

The Client Survey sheds light on the question raised by the Performance Audit Report: what results are achieved by clients in the 50 percent of the total cases handled by AJA-funded legal aid programs that are resolved by advice – either advice-only or brief services cases?

Advice-only and brief services are legal aid's "emergency room" cases. The evidence shows that these services are not only effective; they are essential. Without them, thousands of low-income families a year would be forced to confront their legal problems without any legal help at all, with consequences that in some circumstances would be devastating.

Another issue on which the Client Survey provides additional insight concerns the results achieved by clients when the advice-only or brief services are delivered by telephone. The Client Survey provides strong evidence that from a client perspective, telephone-based advice and brief services are not only effective but provide more convenient access to services and enable vastly more people to get legal help than would be possible through only traditional face-to-face methods with the same amount of resources.

Taken as a whole, the findings indicate that telephone-based legal assistance is a legitimate vehicle for effective, high-quality assistance to clients. For a strong majority of clients, these services are enabling many thousands of people a year across Pennsylvania to address simple legal problems quickly, with much better results than they could get on their own.

## I. INTRODUCTION – PURPOSE AND OVERVIEW OF THIS REPORT

This report summarizes the principal findings, conclusions and recommendations from interviews with a representative sample of 400 clients whose cases were closed by “advice-only” or “brief services” from Pennsylvania legal aid programs in 2011.<sup>1</sup>

This study (the “Client Survey”) was a key element of a comprehensive evaluation of the telephone-based advice-only and brief legal services provided by Pennsylvania legal aid programs. Separate reports describing the evaluation and assessment of Pennsylvania legal aid programs and their alignment with “best practices” for telephone-based legal assistance are available from the PA IOLTA Board.<sup>2</sup>

**Background.** In May 2011, the Pennsylvania Legislative Budget & Finance Committee released the results of its performance audit of Pennsylvania’s Access to Justice Act (AJA), which recommended that the General Assembly consider making the AJA fee and surcharge permanent to provide a more stable funding stream for civil legal aid.

The Performance Audit Report<sup>3</sup> recommended a “follow-up process” to determine whether telephone-based legal assistance provided by Pennsylvania legal aid programs is effective. Clarity was sought because “[c]ase resolution was unknown for the 50 percent of cases that were resolved through advice to clients.”

## This Report at a Glance

	Page
I. Introduction .....	1
II. Overview of the Programs Included in the Client Survey .....	4
III. Methodology .....	7
IV. Findings Regarding Results of Advice-Only and Brief Services Cases Handled by Pennsylvania Programs .....	8
V. Findings Regarding Telephone-Based Legal Assistance .....	14
A. Types of Assistance .....	15
B. Interactions with Legal Advocates .....	16
C. Follow-Up by the Program .....	19
D. Action by Clients .....	21
E. Outcomes .....	24
F. Clients’ Perspective on Results .....	26
G. Client Experience .....	27
H. Summary of Overall Findings on Telephone-Based Legal Assistance .....	29
VI. Findings Regarding Impacts Of Three Major Variables On Results Achieved for Clients of Telephone-Based Legal Assistance .....	30
A. Advice-Only versus Brief Services .....	31
B. Telephone-Based Services versus In-Person Services .....	32
C. Impact of Legal Problem Type .....	36
D. Summary of Findings Regarding Impacts of Major Variables on Effectiveness of Telephone-Based Legal Assistance .....	37
VII. Conclusion .....	38
Appendices	
A. Process for Client Consent and Sample Selection .....	A-1
B. Interview Questions .....	B-1
C. Outcome Categories .....	C-1

<sup>1</sup> “Advice only” refers to legal advice provided by a legal aid program to an eligible client. “Brief services” (also called “Limited Action”) are matters in which a legal aid program took limited action(s) on behalf of an eligible client that addressed the client’s legal problem that is not so complex or extended as to require an entry of appearance in a court or administrative hearing. Examples include communications by letter, telephone or other means to a third party; preparation of a simple legal document such as a routine power of attorney; or assisting a person who is representing oneself in a court or administrative law proceedings with the preparation of documents.

<sup>2</sup> See “An Analysis of Best Practices Applied by Pennsylvania Legal Aid Programs in Delivering Telephone-Based Legal Assistance,” (the “Best Practices Report”) available from the PA IOLTA Board.

<sup>3</sup> See “A Performance Audit of Pennsylvania’s Access to Justice Act,” Pennsylvania Legislative Budget and Finance Committee, May 2011, page S-5.

In response, the Pennsylvania IOLTA Board undertook a comprehensive evaluation of telephone-based intake and legal assistance. To conduct the evaluation the PA IOLTA Board:

- Invited ten major Pennsylvania legal aid programs that provide telephone-based intake and legal assistance to participate in the Client Survey. (See Exhibit 1, page 4 for a map of the service areas covered by the ten programs.)
- Established a Steering Committee that included representatives of several of the AJA-funded legal services programs, Pennsylvania Legal Aid Network, Inc. (PLAN, Inc.), and the IOLTA Board.
- Engaged *The Resource for Great Programs, Inc.*, (“The Resource”) to provide technical assistance with this effort.<sup>4</sup>

**Purposes of the Client Survey.** One central purpose was to address an important question raised in the Performance Audit Report: how are the 50 percent of cases closed through advice (including both advice-only and brief services) resolved? Data from the Client Survey were used to address the following questions:

- What actions, if any, did clients take after receiving legal advice and assistance?
- Was the advice helpful?
- What outcomes resulted from the legal assistance clients received?
- Did contacting Legal Aid help clients achieve their goals?
- Were clients satisfied with the results?

Another purpose was to shed light on the effectiveness of telephone-based legal assistance, which has grown in importance among Pennsylvania legal aid programs and across the country as legal aid organizations seek to help more people with limited resources and to

### Key Elements of the Client Survey

- **Ten participating legal aid programs** (see list and map on page 4).
- **400 clients**, randomly sampled from the 10 programs (between 26 and 58 clients per program, depending on case volumes).
- **All clients provided informed consent** to participate prior to being contacted by the researchers.
- **Data collected via computer-assisted telephone interview (CATI) survey** conducted by Northwestern Michigan College under contract with The Resource for Great Programs.
- **Sampling period:** Clients served from July 1 through December 15, 2011.
- **Interviews conducted in February and March 2012**
- **Sample included:**
  - Cases closed by either advice-only or brief services.
  - Not cases closed by extended representation.
  - Clients served either by telephone or in-person.
  - All legal problem types except those involving domestic violence.\*
- **Sample stratified by:**
  - *Phone-based* versus *in-person* cases.
  - *Advice-only* versus *brief services*
  - *Legal problem* – Most frequent four types handled by each program plus random sample of all other types.

\* Cases involving domestic violence were excluded from the Survey out of concern that any follow-up contact with these clients could put some in danger.

<sup>4</sup> *The Resource* is a national corporation dedicated to providing strategic support to civil justice programs that seek to expand access to justice for low-income people. Details about this organization may be obtained at [www.GreatPrograms.org](http://www.GreatPrograms.org).

improve access to their services, particularly for people facing barriers such as physical disability, lack of access to public transportation and location in rural areas far from program offices.

Data from the Client Survey provided context for better understanding of:

- The impact of whether legal assistance was provided by telephone or in-person on the results that were achieved.
- The impact of whether the service was advice only or brief services (such as a call or a letter to an opposing party on the client's behalf) on the results that were achieved.
- The impact of a client's legal problem on the results that were achieved – for example, whether the client was seeking prevention of an eviction from rental housing or custody of one's children.

**Approach.** The Resource worked with the Steering Committee and leaders of the ten programs to conduct a computer assisted telephone interview (CATI) survey of 400 clients, with cases selected at random from all those closed as advice-only or brief services by Pennsylvania legal aid programs in the latter half of 2011. Procedures and protocols were developed to make sure the Client Survey produced valid and reliable information while also aligning with an informal opinion of the Pennsylvania Bar Association regarding protection of the confidentiality of clients whose perspectives were sought in the survey.

**Overview of the Report.** Following this Introduction, Section II provides an overview of the ten programs included in the Client Survey. Section III describes the methodology that was used – a computer-assisted telephone interview (CATI) survey of a probability sample of clients provided with advice-only or brief services by the 10 programs over a 5-1/2 month period ending in December, 2011.

Section IV presents findings on the first goal of the Client Survey, which was to learn what results are achieved by clients after they have received advice-only or brief services from a Pennsylvania legal aid program, a question raised by the legislative auditors in their May 2011 Performance Audit Report.

Section V presents findings on the second goal of the Client Survey, which was to assess the effectiveness of telephone-based legal assistance received by legal aid clients in Pennsylvania. This was the second question raised in the May 2011 report by the legislative auditors.

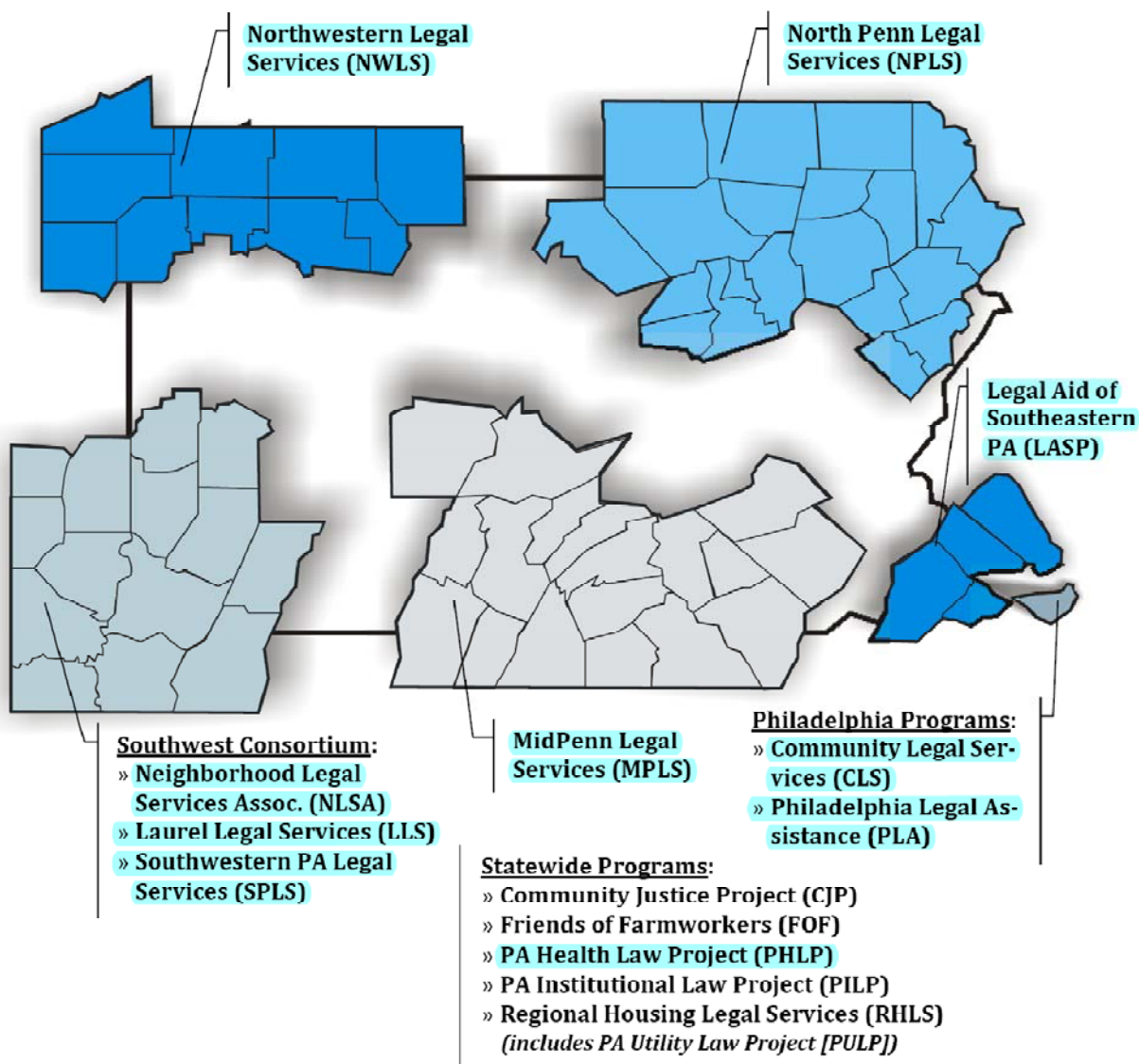
Section VI presents the results of a further analysis of the Client Survey data regarding the impact on results of three major factors: whether clients had received advice-only or brief services; whether clients had been served primarily by telephone or in-person; and whether results were better or worse depending on the specific legal problems faced by clients.

And Section VII summarizes the overall conclusions from the Client Survey.

## II. OVERVIEW OF THE PROGRAMS INCLUDED IN THE CLIENT SURVEY

Exhibit 1 below highlights the ten programs whose clients were included in the survey and the geographic areas they cover.<sup>5</sup>

Exhibit 1



<sup>5</sup> One of the programs in the Client Survey, Philadelphia Legal Assistance (PLA), does not receive AJA funding but was included in the Study because of its importance as the operator of the telephone-based legal assistance system serving Philadelphia, the largest city in the state.

- Geographic coverage.
- Population segments served.
- Services provided by telephone.
- Hours of operation.
- Volume of telephone-based legal assistance.

### Key for Self-Ratings

- Practice in place
- In place in some locations - See Note 1
- Special populations or circumstances - see notes 2 and 3.

**Note 1:** MPLS planned to roll out its telephone-based legal assistance system to all counties in mid-2012.

**Note 3:** NWLS does not have evening or weekend intake hours, but has a web intake application for services which can be completed at any time by an applicant for services.

<sup>7</sup> The table shows only the nine programs that operate telephone-based intake and legal assistance systems. A tenth program, Community Legal Services (CLS) in Philadelphia also participated in the Client Survey, but was not included in the above table because its intake and legal assistance is provided in-person at the program's offices only. Telephone-based intake and limited assistance for the general low-income population in the Philadelphia region is provided by Philadelphia Legal Assistance (PLA). The two programs collaborate closely as the principal legal aid programs in Philadelphia under an arrangement that assigns specific services to each program.

## **A. Geographic Coverage.**

As indicated in Exhibit 2 (see above), all regions of the Commonwealth are covered by telephone-based intake and legal assistance systems. Each of the regional legal aid programs maintains a centralized telephone intake and legal assistance system covering its entire service area.<sup>8</sup>

## **B. Population Segments Served.**

Eight of the programs serve the general low-income population with their telephone-based legal assistance systems. The ninth program – the Pennsylvania Health Law Project (PHLP) – operates a statewide telephone helpline that helps eligible Pennsylvanians establish or maintain state funded health care coverage (primarily Medicaid) and ensures the insured population receives medically necessary services. PHLP serves the 2.1 million low-income Pennsylvanians on Medicaid, the one million Pennsylvanians without health insurance, and the 197,000 low-income children enrolled in the Children’s Health Insurance Program (CHIP). Many of these more than three million Pennsylvanians also have some complicating combination of private insurance or federal health insurance (*e.g.*, Medicare, Veterans Administration).

## **C. Services Provided by Telephone.**

Intake is conducted by telephone in most programs. Legal advice, brief services and referrals for further assistance are also provided. For most of the programs, the telephone-based system serves as the primary channel for intake; however, in most programs, clients can also come to program offices for service during scheduled intake hours or call for an appointment.

## **D. Hours of Operation.**

All programs provide telephone-based legal services during regular business hours. Clients of the three programs serving Southwestern Pennsylvania and clients of the Pennsylvania Health Law Project can also get help during evening hours on specific weekdays.

## **E. Volume of Telephone-based Legal Assistance.**

As indicated in Exhibit 2, the volume of cases handled by telephone-based assistance varies widely among programs. For example, only 28 percent of the advice-only/brief services cases handled by MidPenn Legal Services (MPLS) are handled primarily by telephone. At the other end of the spectrum, Pennsylvania Health Law Project conducts 100 percent of its direct legal assistance for low-income people through its statewide legal advice-only/brief services helpline.<sup>9</sup>

*Please see the “Best Practices” report for a more detailed description of the telephone-based intake and legal assistance systems operated Pennsylvania programs.*

---

<sup>8</sup> PLA provides a telephone intake/advice system covering the entire Philadelphia Region served by both PLA and CLS, under an agreement between the two programs. MidPenn planned to expand its telephone-based system to cover its entire service area by mid 2012.

<sup>9</sup> In addition to its services for low-income people, PHLP also assists people whose income is above the income guidelines for AJA and IOLTA, using grant funds from other sources. PHLP clients included in the Client Survey consisted only of clients whose incomes met the AJA and IOLTA eligibility guidelines.

### III. METHODOLOGY

The Client Survey was carried out using computer-assisted telephone interview (CATI) facilities and trained survey interviewers at Northwestern Michigan College (NMC) in Traverse City, Michigan. The Resource worked with the ten legal aid organizations participating in the Client Survey to select representative samples totaling 400 clients (an average of 40 per program) from the universe of all cases closed by advice-only or brief services between July 1 and December 15, 2011. Details about the process used in obtaining informed consent from clients and selecting the samples are provided in Attachment A.

Stratified random samples of cases were drawn by The Resource from master lists of all cases closed by the programs during the sampling period. The samples were stratified by:

- Programs (10 programs total - see the map on page 4)
- Service mode applied in each case – “Phone-Based” versus “In-person”
- Service Type – “Advice & Counsel” versus “Brief services” (*as these terms are defined for statistical reporting purposes by funders PA IOLTA, PLAN Inc. and the Legal Services Corporation*).<sup>10</sup>
- Legal problem –Standardized across PLAN programs. Cases were sampled randomly from each of four most frequent legal problem types for each program plus random sampling from all other legal problems handled by each program.<sup>11</sup>

Prior to the survey interviews, each program sought informed consent from each client whose case had been selected in the sample from a list provided to The Resource from which personally-identifiable information (such as names or telephone numbers) had been excluded to protect client confidentiality. Once consent had been obtained, the programs forwarded names and contact information for consenting clients to the research team for use in the Client Survey.

The questions asked of each client are listed in Attachment B. The interviewers followed a protocol that grouped questions across seven categories:

- 1) Legal situation/problem faced by the client
- 2) Interactions with the legal advisor from the program
- 3) Legal assistance received from the program
- 4) What the client did; what follow-up action s/he took following the advice or information received from the program
- 5) How well this worked, from the client’s perspective
- 6) The results or outcomes, and the client’s perspective on how favorable these were
- 7) The client’s perspective on the assistance s/he received from the legal aid program

---

<sup>10</sup> In the legal aid community, “Advice & Counsel cases” are also called “advice-only cases,” or abbreviated as “advice cases.” In this report, these terms all mean “Advice & Counsel” cases as defined in the Case Statistical Reporting (CSR) Handbook issued by the Legal Services Corporation, available at [http://grants.lsc.gov/sites/default/files/Grants/RIN/Grantee\\_Guidance/CSR/CSR%20Handbook%202008%20as%20amended%202011.pdf](http://grants.lsc.gov/sites/default/files/Grants/RIN/Grantee_Guidance/CSR/CSR%20Handbook%202008%20as%20amended%202011.pdf).

<sup>11</sup> The top four legal problem types differed by program. To maximize representativeness of samples, the samples were stratified to reflect each program’s unique case type distribution. For example, the cases of Legal Aid of Southeastern Pennsylvania (LASP) were stratified into the following five groups: (1) custody/visitation; (2) private landlord/tenant; (3) bankruptcy/debtor relief; (4) unemployment compensation; and (5) all other legal problem types. Cases were then sampled randomly from each stratum. See Attachment A for details.

The measures of “effectiveness” that were developed from the clients’ responses consisted of the following:

- Results achieved by the client, including:
  - Objective outcomes achieved – for example, monetary awards; defense against claims for money; favorable rulings by courts or administrative agencies
  - Extent to which client reported that his or her goals were achieved
  - Extent to which client considered the problem “solved”
  - Extent to which client considered the outcome “favorable”
- Client’s perspective on the legal assistance s/he had received, including:
  - How helpful the assistance was
  - Impact on the client’s capacity to address his/her legal situation
  - Likelihood that the client would seek legal assistance from the program again in the future

#### **IV. FINDINGS REGARDING RESULTS OF “ADVICE-ONLY” AND “BRIEF SERVICES” CASES HANDLED BY PENNSYLVANIA PROGRAMS**

One of the purposes of the Client Survey was to clarify the resolution of “advice” cases, a matter identified in the Performance Audit Report:

*Effectiveness measures for [legal service program] services are generally positive – Case resolution statistics where the outcome is known for FY 2009-10 show about 74 percent of the AJA-funded cases were successfully resolved and 26 percent were considered unsuccessfully resolved. Case resolution was unknown for the 50 percent of cases that were resolved through advice to clients (emphasis added)<sup>12</sup>.*

In this passage, “advice to clients” cases refer to two case closing categories: “Advice & Counsel” and “Brief Services.” The Client Survey elucidated these matters through the follow-up telephone interviews with a representative sampling of clients whose cases were closed by either “Advice & Counsel” or “Brief Services” in the latter half of 2011. The Client Survey produced the following information.

##### **A. Outcomes: Both Advice-Only and Brief Services Cases Achieve Significant Results.**

One out of three clients reported positive outcomes beyond receipt of advice-only or brief services. (See Exhibit 3 on the next page and the box, “*Examples of Outcomes*” on page 10.)

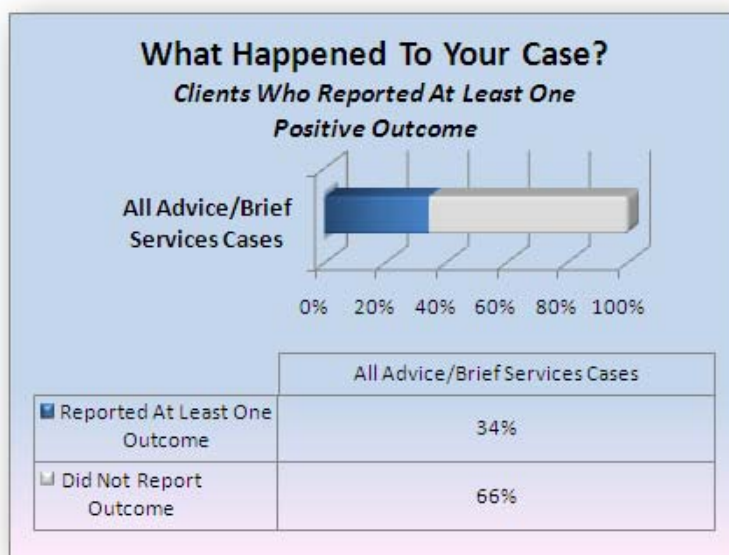
- **Thirty-four percent** of clients interviewed reported their cases were resolved and they achieved specific, positive outcomes beyond simply the receipt of advice-only or brief

---

<sup>12</sup> See *A Performance Audit of Pennsylvania’s Access to Justice Act*, Pennsylvania Legislative Budget and Finance Committee, May 2011, page 42.

services. These outcomes were identified by the clients in direct response to a series of questions following the open-ended question, “*What happened to your case?*”<sup>13</sup>

### Exhibit 3



This percentage compares favorably with the incidence of positive outcomes reported by legal aid programs generally.<sup>14</sup>

- In Virginia, for example, programs reported having achieved positive outcomes beyond advice-only or brief services for **32 percent** of all of their cases in FY 2010-11.
- In New York, programs reported having achieved positive outcomes beyond advice-only or brief services for **35 percent** of all their cases in 2010.

<sup>13</sup> Please see Attachment C for a listing of the outcome categories that were used to code the client’s response to the question, “*What happened in your case?*” The outcome categories were based on a standardized list applied by Pennsylvania legal aid programs in coding benefits achieved for clients at case closing.

<sup>14</sup> The statistics from New York and Virginia are presented above as benchmarks of outcomes achieved by legal aid programs generally. In these two states, mandatory, statewide outcome reporting, using consistent categories and definitions, has been in place for almost two decades, overseen by the statewide funders, the IOLA Fund of New York and the Legal Services Corporation of Virginia. In Pennsylvania, legal aid programs report outcomes to PLAN Inc. for cases for which the resolution is known at the time of closing – for example, where the case is resolved by a court decision or a negotiated settlement among the parties. The outcome categories used for these reports to PLAN, Inc. are more general than those used in New York or Virginia; they consist of whether cases were won, lost, settled, withdrawn or advised. If a monetary settlement was involved, the amounts of back awards and/or monthly benefits generated for the client are reported. Reporting of the more detailed major benefits data – such as whether custody was achieved or an eviction was averted – is not required by the principal state funders, or by LSC, the federal funder. Seven of the ten Pennsylvania legal aid programs in the Client Survey collect detailed client benefit data for their own internal purposes. However, there is significant variation in data categories and consistency of data collection across programs, and the research team did not feel it understood that data sufficiently to use them in deriving benchmarks for this study.

## Examples of Outcomes

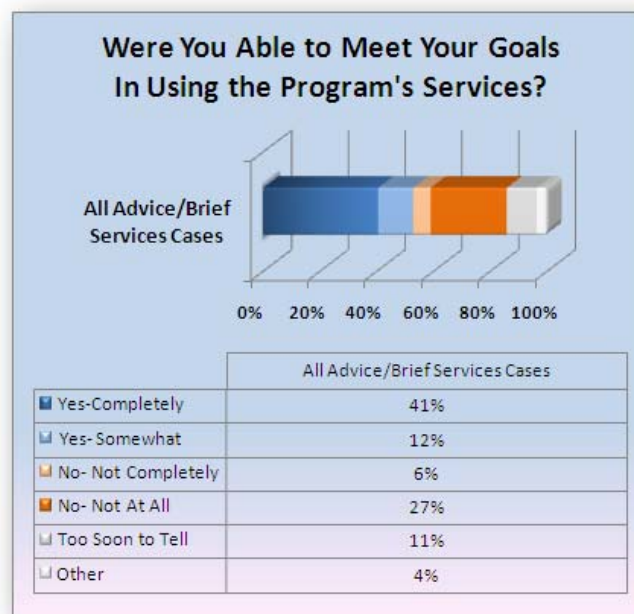
Thirty-four percent of clients interviewed for the Client Survey indicated they achieved positive outcomes. The following are examples of comments by these clients:

- **Obtained alternative housing.** *The house that I was in was going into foreclosure and I was trying to get in other housing. I called Legal Aid to be informed of my rights. I followed all the steps and called all the people. I wrote a letter to the housing authority and was able to get into housing.*
- **Got credit straightened out.** *I contacted Legal Aid to inquire about claiming bankruptcy. After talking with them, I checked my credit and it wasn't too bad. I ended up not filing for bankruptcy. I applied for a mortgage and went back to work.*
- **Dealt with bad news from Social Security.** *I got a letter from Social Security that said I owed \$4000 for SSI. There was a form that I was supposed to fill out and I didn't understand it. Legal Aid helped me with the form and Social Security waived the overpayment. I didn't have to pay it back.*

*A Majority of Clients Achieved Their Goals.* (See Exhibit 4, below.)<sup>15</sup>

- **53 percent** of clients **achieved** their goals “completely” or “somewhat.”<sup>16</sup>
- **33 percent** said they achieved their goals “not completely” or “not at all.”
- **15 percent** said it was “too soon to tell” (that is, the outcome was still pending) or had an “other” response.

**Exhibit 4**



<sup>15</sup> Responses in some exhibits do not add to 100 percent due to rounding.

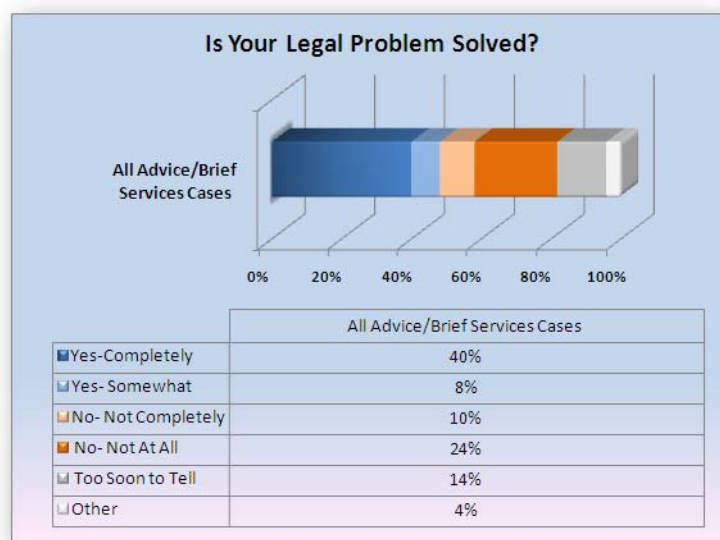
<sup>16</sup> Choices posed to clients were: “Yes, completely,” “Yes, somewhat,” “No, not completely” or “No, not at all.”

## B. Solutions: *Almost half of the cases produced complete or partial solutions to clients' legal problems.*

(See Exhibit 5 and the box, “Examples of Problem Solutions” below.)

- **48 percent** of clients considered their problems to be “completely” or “somewhat” solved.
- **34 percent** said their problems were solved “not completely” or “not at all.”
- **18 percent** said it was “too soon to tell” or had an “other” response.

**Exhibit 5**



### Examples of Problem Solutions

Forty-eight percent of clients interviewed for the Client Survey indicated their problems were “completely” or “somewhat” solved. The following are examples:

- ***Problem with a landlord.*** *My landlord had put a lock on my door so I could not enter. My legal advisor contacted my landlord's attorney and informed him that his actions were illegal and he had 24 hours to get the lock off so I could get my things. The lock was removed within the time period and I was able to get my things.*
- ***Enforcement of a custody agreement.*** *I wanted to protect my child and uphold my court order. Legal Aid wrote a letter to my child's school explaining that my custody agreement stated that my son was not to be released to his father. It was taken care of.*

### C. Client Perspective on Results: *A strong majority of clients considered the results of their cases to be “favorable.”*

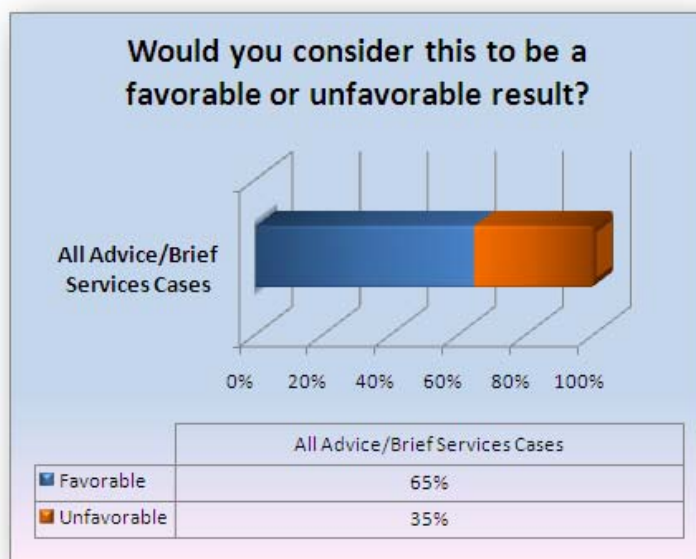
In a question following the client’s description of what happened in his or her case, the interviewer asked, “*Would you consider this to be a favorable or unfavorable result?*” The responses were as follows (see Exhibit 6 and the box, “*Examples of Favorable Results*” below):

- 58 percent of clients considered the result of their case to be “favorable.”
- 32 percent said their results were “unfavorable.”
- 10 percent said they were not sure or didn’t answer this question.

If we include only the clients who expressed an opinion (that is, drop the “not sure” or “did not answer” responses) then the contrast in perspectives is shown in sharper focus:

- **65 percent** of those who expressed an opinion said their results were “favorable.”
- **35 percent** deemed their results to be “unfavorable.”

**Exhibit 6**



#### **Examples of Favorable Results**

Sixty-five percent of clients who expressed an opinion indicated their results were favorable. The following are examples:

- ***Got help getting health insurance.*** *I was diagnosed with cancer in February of 2010. I was going to a free clinic. I signed up and received an insurance card and I was cut off from insurance benefits. Legal Aid told me about a different program that I qualified for. I received my insurance benefits.*
- ***Got security deposit released.*** *I wanted my security deposit returned. The Legal Services helped me to write a letter to the landlord and I received my deposit back.*

**D. Client satisfaction: *Eight out of ten clients were positive about their experience with the legal services program.***

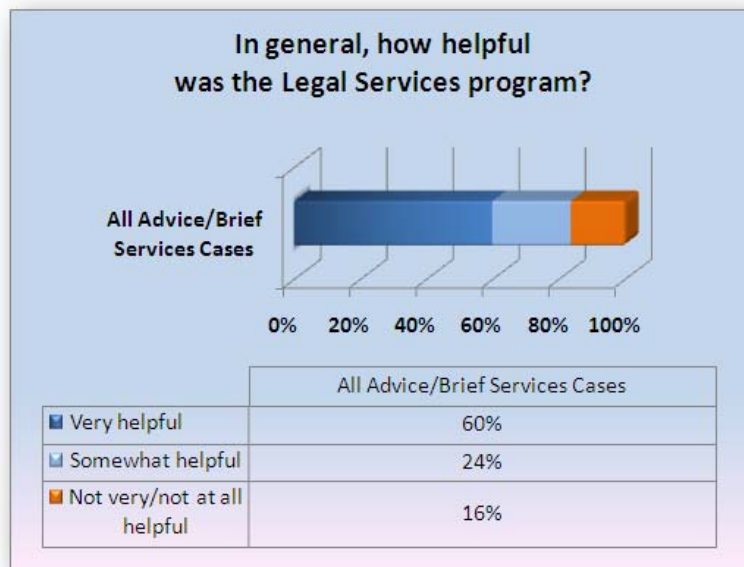
(See Exhibit 7 and the box, “*Examples of Client Satisfaction*” below.)

- 78 percent of clients thought the program was “very” or “somewhat” helpful.
- 15 percent said the program was “not very” or “not at all” helpful.
- 6 percent reported they were “not sure” or did not answer this question.

If we include only the clients who expressed an opinion (that is, drop the “not sure” or “did not answer” responses), the consensus appears even stronger:

- **84 percent** of those who expressed an opinion said the program was “very” or “somewhat” helpful.
- **16 percent** percent said the program was “not very” or “not at all” helpful

**Exhibit 7**



**Examples of Client Satisfaction**

Seventy-eight percent of clients interviewed for the Client Survey indicated that the legal services program was “very” or “somewhat” helpful. The following are examples:

- **“Very helpful.”** *I needed help as I am a widow and live alone. I ran out of oil and needed help to heat my home and the oil company would not give me any more oil until I paid my bill which they said was \$1800. Everything turned out to my satisfaction. The payment was dropped to \$50/month and I don't have to worry about the contract they said I was obligated to pay. They [Legal Aid] were wonderful.*
- **“Somewhat helpful.”** *My landlord seems like a nice guy. My problem was I looked at this place and he promised me he would get some things done right away. I took his word, but they didn't get done. After I called Legal Services, that's when he actually got some stuff fixed around here. There are still some things that need to be fixed. I am probably going to have to move.*

## E. Summary of Findings on Advice-Only and Brief Services Cases.

The Client Survey provided a picture of what happens to clients who receive advice-only or brief services from Pennsylvania legal aid programs. It revealed that:

- **One out of every three recipients of advice-only or brief services reported positive outcomes that were tangible and measurable** – for example, they were granted custody of their children, obtained the public benefits they applied for, or avoided a crisis such as eviction or foreclosure.
- **Six out of ten recipients achieved results they deemed favorable.** In some cases the result was dealing with a major crisis, such as a suspension of heating fuel delivery in the midst of winter. In other cases, it was bringing closure to a lingering dispute such as repairs promised but never delivered by a landlord.
- **Eight out of ten recipients reported that the Legal Services program was helpful to them.** Often all that clients desired was simply to talk with a legal advocate to learn the legal implications of situations they were facing and to get advice about what to do.

This sheds light on the question raised by the auditors: is the advice being provided to clients “effective?” For a strong majority of clients, the answer was “Yes” – six out of ten achieved results they deemed “favorable,” and eight out of ten obtained services they found “helpful.”

The advice-only and brief services provided by Pennsylvania legal aid programs are enabling many thousands of people a year to address simple legal problems quickly, with much better results than they could get on their own.

Advice-only and brief services are legal aid’s “emergency room” cases. The evidence shows that these services are not only effective; they are essential. Without them, thousands of low-income families a year would be forced to confront their legal problems without any legal help at all, with consequences that in some circumstances would be devastating.

## V. FINDINGS REGARDING “TELEPHONE-BASED” LEGAL ASSISTANCE

In addition to resolving the question of what results were being achieved generally through advice-only and brief services, an important goal of the Client Survey was to assess the effectiveness of those services when delivered via the telephone-based intake and legal assistance systems that have come into wide use by Pennsylvania legal aid programs. This issue was presented as a recommendation in the Performance Audit Report, as follows:

*The IOLTA Board and PLAN, Inc. should develop a follow-up process, possibly using a university or law school program, to determine whether telephone services have been effective...Confidentiality issues would need to be addressed, but such a survey would provide feedback to the programs to determine whether the telephone assistance, which accounts for about half the LSPs’ caseload, is effective.<sup>17</sup>*

The findings of the Client Survey on that topic are provided in detail below and summarized beginning on page 29. This section first describes the types of assistance that clients reported receiving, and then outlines the results clients achieved as a consequence of this assistance.

---

<sup>17</sup> See *A Performance Audit of Pennsylvania’s Access to Justice Act*, Pennsylvania Legislative Budget and Finance Committee, May 2011, page S-5.

Finally, this section describes the findings of an analysis of the impacts of three major variables in clients' cases:

- Whether the services clients received consisted of *advice-only* or *brief services*;
- Whether the assistance was provided by *telephone* or *in-person*; and
- What type of *legal problem* the client faced – for example, a child custody dispute or a landlord-tenant issue.

**A. Types of Assistance: *Clients received an array of advice-only and brief services by telephone.***

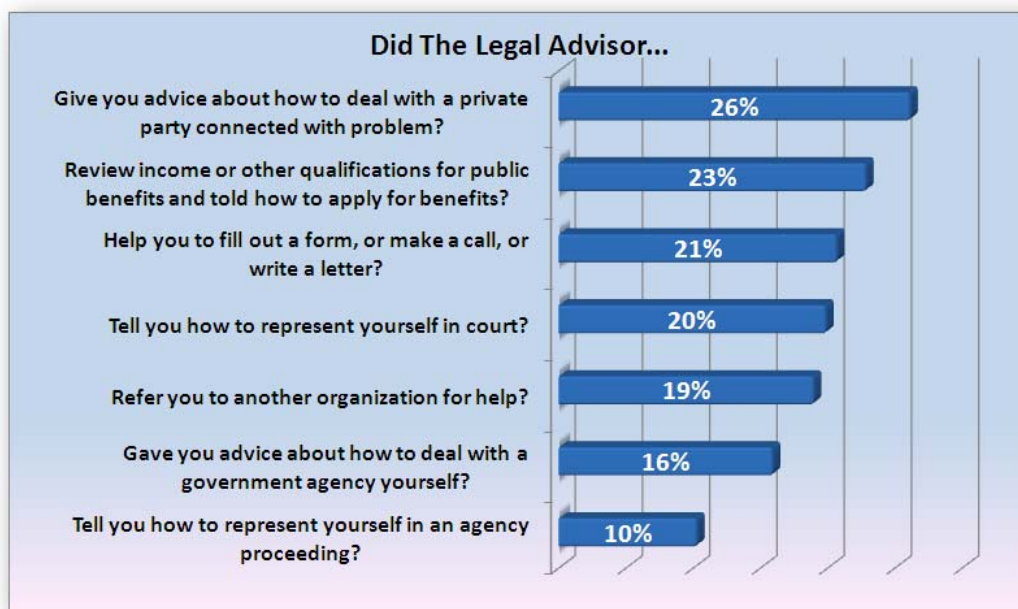
Survey respondents whose cases had been handled by the programs' telephone-based intake and legal assistance systems were asked to indicate whether they received any or all of the following services:

- **Advice** on issues such as...
  - How to deal with a private party
  - How to deal with a government agency
  - How to represent oneself in court or a government agency proceeding
- **Review** of income or other qualifications and how to apply for public benefits
- **Brief services**, such as...
  - Help with filling out a form
  - Making a call on the client's behalf
  - Writing a letter on the client's behalf
- **Referrals** to another organization such as a public agency or human services organization as an element of the legal advice or brief services provided – for example, to obtain further assistance with an application for public benefits

Exhibit 8 on the next page indicates the percentages of clients of telephone-based legal assistance who responded "Yes" to any the above list of services.

*Continued on next page...*

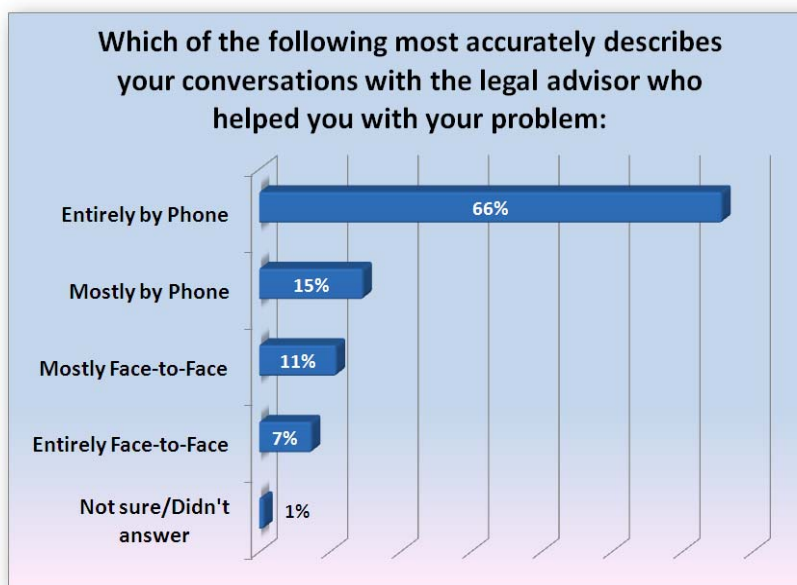
## Exhibit 8



### **B. Interactions with Legal Advocates: *Clients were served mostly by telephone, but a significant percentage was served in person.***

Exhibit 9 below summarizes clients' experience with legal services. Most clients (over 80 percent) were served entirely or mostly by telephone, but a significant percentage (18 percent) was served in-person ("face-to-face"), including "Mostly" (11 percent) and "Entirely" (7 percent).<sup>18</sup>

## Exhibit 9

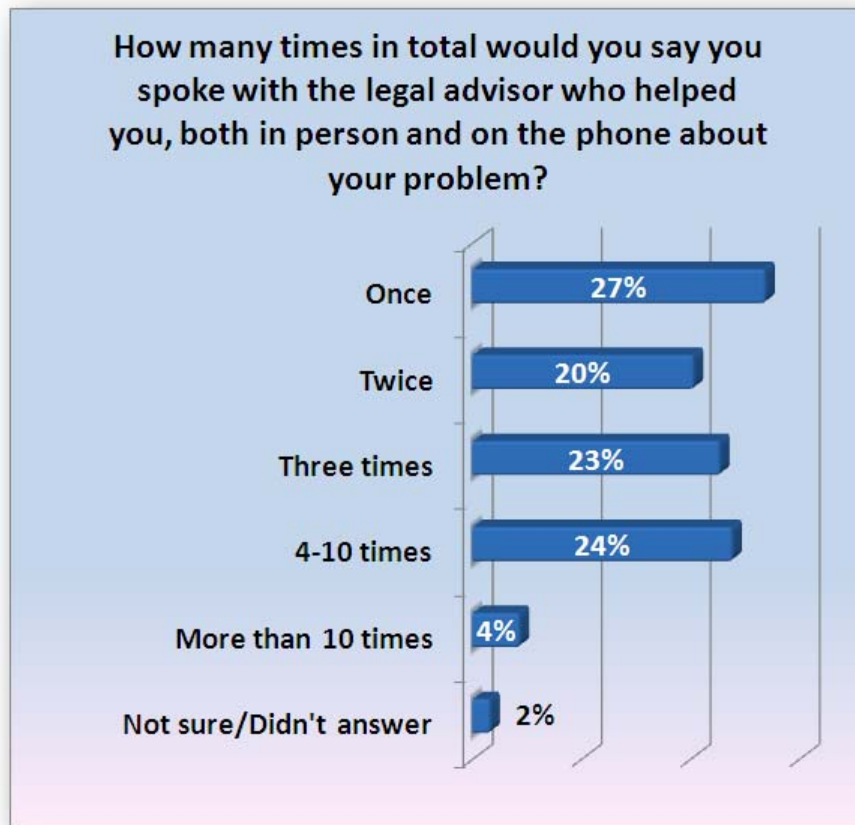


<sup>18</sup> These likely were clients whose initial contact was with the telephone helpline but were given appointments to receive service in a program office.

**Phone-based legal assistance ranged from a single conversation to ten or more conversations.**

More than three-quarters of the recipients of telephone-based services spoke with their advocate more than once during the course of their case – see Exhibit 10 below.

**Exhibit 10**



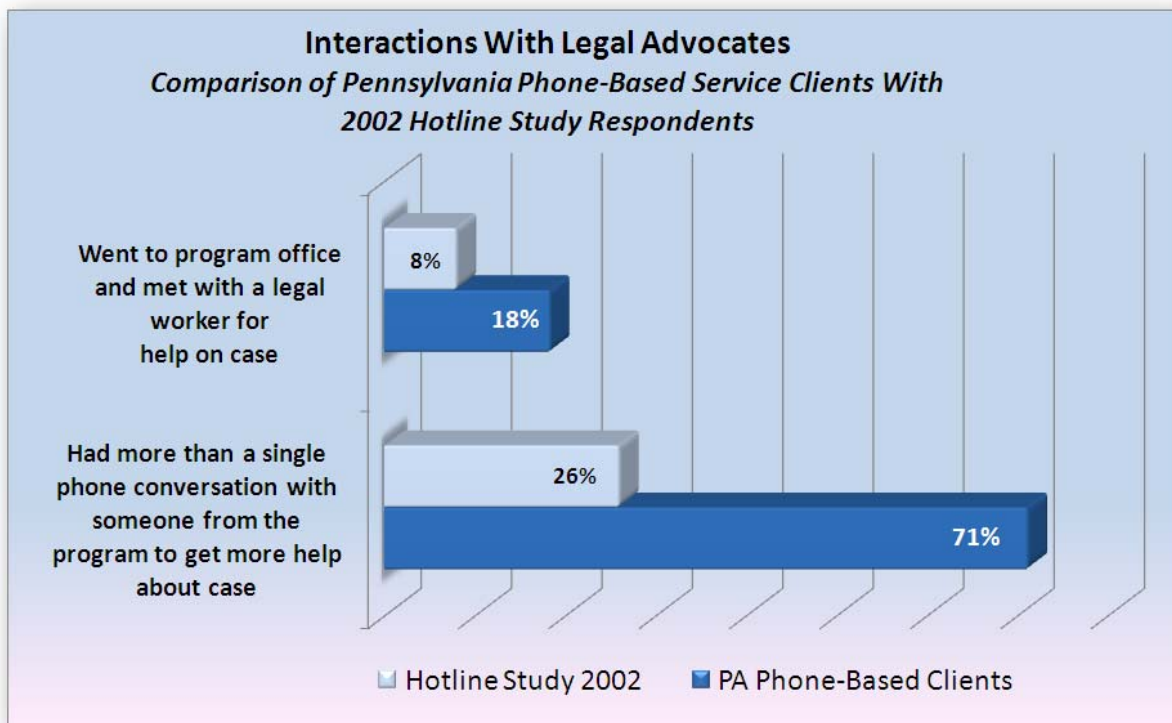
*Continued on next page...*

**Pennsylvania clients reported a higher level of interaction with their legal advocates than did respondents to the Hotline Study a decade ago.**

Exhibit 11 below compares the Pennsylvania Client Survey with the 2002 Hotline Study<sup>19</sup> in terms of responses to similar questions about the frequency and nature of interaction (that is, by telephone versus in-person) between clients and their legal advocates.

- Pennsylvania clients were over twice as likely (18 percent versus eight percent) to receive services in-person in the program office as the 2002 Hotline Study respondents.
- Pennsylvania clients were almost three times as likely (71 percent versus 26 percent) to have more than a single conversation with their legal advocates as were the clients interviewed in the 2002 Hotline Study.

**Exhibit 11**



**An implication of Exhibit 11: *Legal aid programs’ telephone-based systems are more than “hotlines.”***

The above comparison emphasizes an important distinction between the telephone-based legal aid systems of today and a typical legal “hotline” of a decade ago. In Pennsylvania, telephone-based systems have evolved into the “front door” of a sophisticated, multi-faceted service delivery approach that performs intake, triage and assignment by telephone for the whole array of legal services offered by the program, including advice-only and brief services (over the

<sup>19</sup> Pearson, Jessica and Lanae Davis, “*The Hotlines Assessment Study: Final Report*,” 2002, available at <http://www.nlada.org/DMS/Documents/1037903536.22/finalhlreport.pdf>.

telephone or at a program office), appointments at legal clinics or with pro bono attorneys, or assignment to program advocates for extended service if the situation and available resources warrant it. Thus, many clients have extensive interactions with the program after intake, and a significant number are asked to come into the program office for in-person services. By contrast, the “hotlines” that were the focus of the 2002 Hotline Study served primarily as a quick source of legal information and limited representation, almost entirely by telephone.

**C. Follow-Up by the Program: *The majority of clients of telephone-based assistance received follow-up from the program after having been served.***

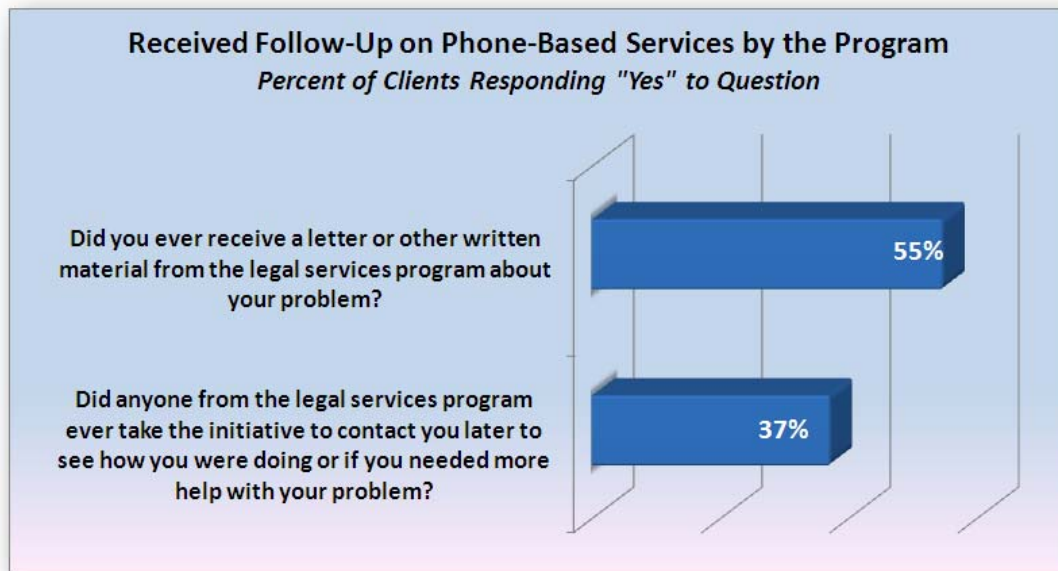
Two of the principal “best practices” recommended by the 2002 Hotline Study were:

- Clients should receive a summary in writing of the advice-only they have been given.
- Programs should check back with the client later to see how the client is doing, especially if the situation could have serious consequences for the client if the advice is not followed.

Most legal aid clients in the Client Survey reported that they had received a letter or other written material from the program – see Exhibit 12 below.<sup>20</sup>

Over one in three clients reported they had received a contact from the program later to see how they were doing.

**Exhibit 12**



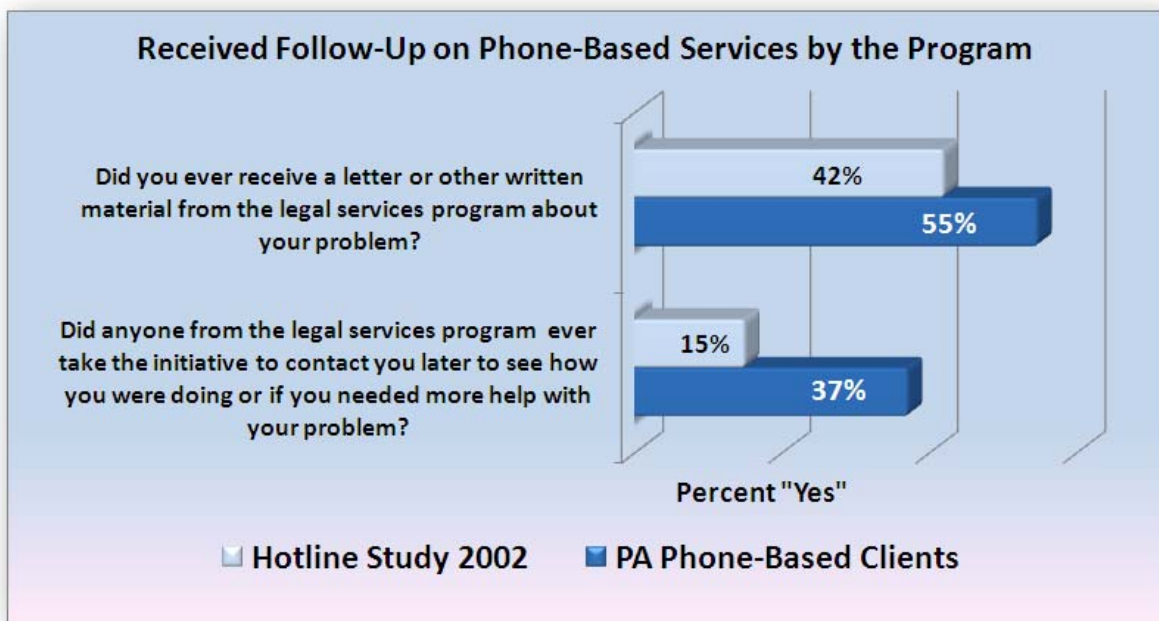
<sup>20</sup> This response by clients on the Client Survey affirmed the reports from the programs regarding their policies of confirming in writing the legal advice provided to clients by telephone.

**Pennsylvania clients are benefiting from best practices developed through a decade of research and technical assistance by the legal aid community.<sup>21</sup>**

This is suggested by Exhibit 13 below, which compares the Pennsylvania Client Survey with the 2002 Hotline Study in terms of the follow-up contacts clients reported after they had been served by telephone.

- A higher percentage of legal aid programs' clients reported receiving follow-up assistance than clients who were interviewed in connection with the 2002 Hotline Study.
- As indicated, these kinds of follow-up activities were recommended by the Hotline Study and reinforced in the training and technical assistance provided subsequently through the national support efforts of the legal aid community.<sup>22</sup> It appears that the legal aid programs benefitted from those recommendations and adopted them as standard practices.

**Exhibit 13**



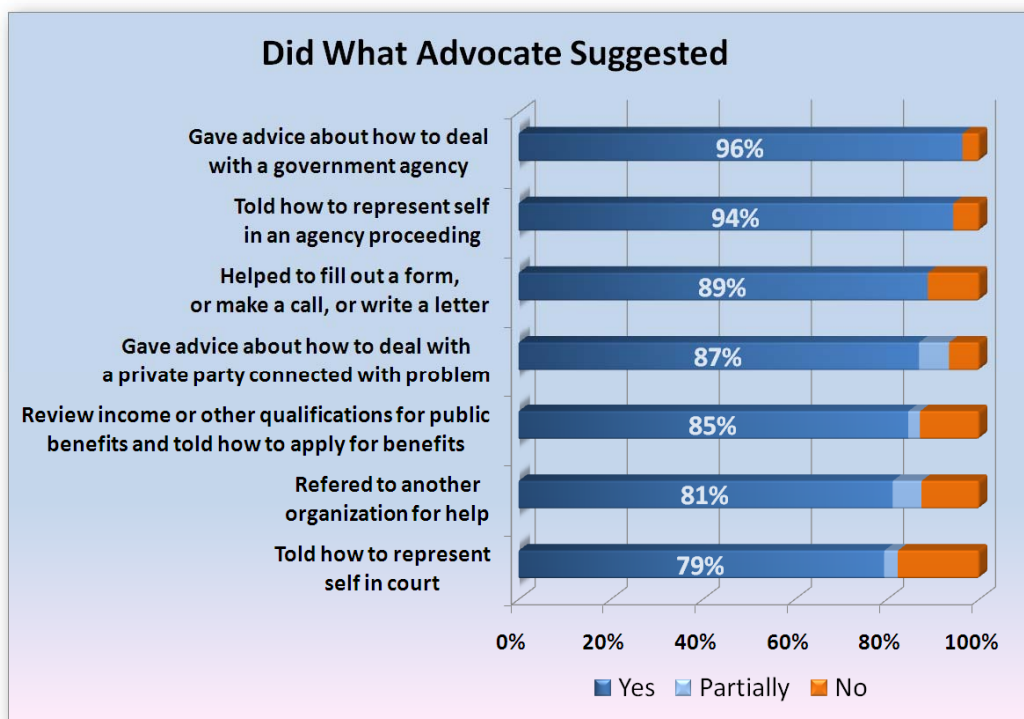
<sup>21</sup> See Pearson, Jessica and Lanae Davis, "The Hotlines Assessment Study: Final Report;" 2002, available at <http://www.nlada.org/DMS/Documents/1037903536.22/finalhlreport.pdf>, Table V-10 (page 44).

<sup>22</sup> Extensive training and technical assistance on telephone-based legal assistance has been provided by the ABA, NLADA, LSC and AARP from 2003 to present. An important vehicle for this support has been the annual Equal Justice Conference (EJC) co-sponsored by NLADA and ABA.

## D. Action by Clients: *The Vast Majority Follow Up on the Advice They Receive.*

As indicated in Exhibit 14 below, between **79 percent** and **96 percent** of clients indicated they followed up on what the legal worker advised them to do.

**Exhibit 14**

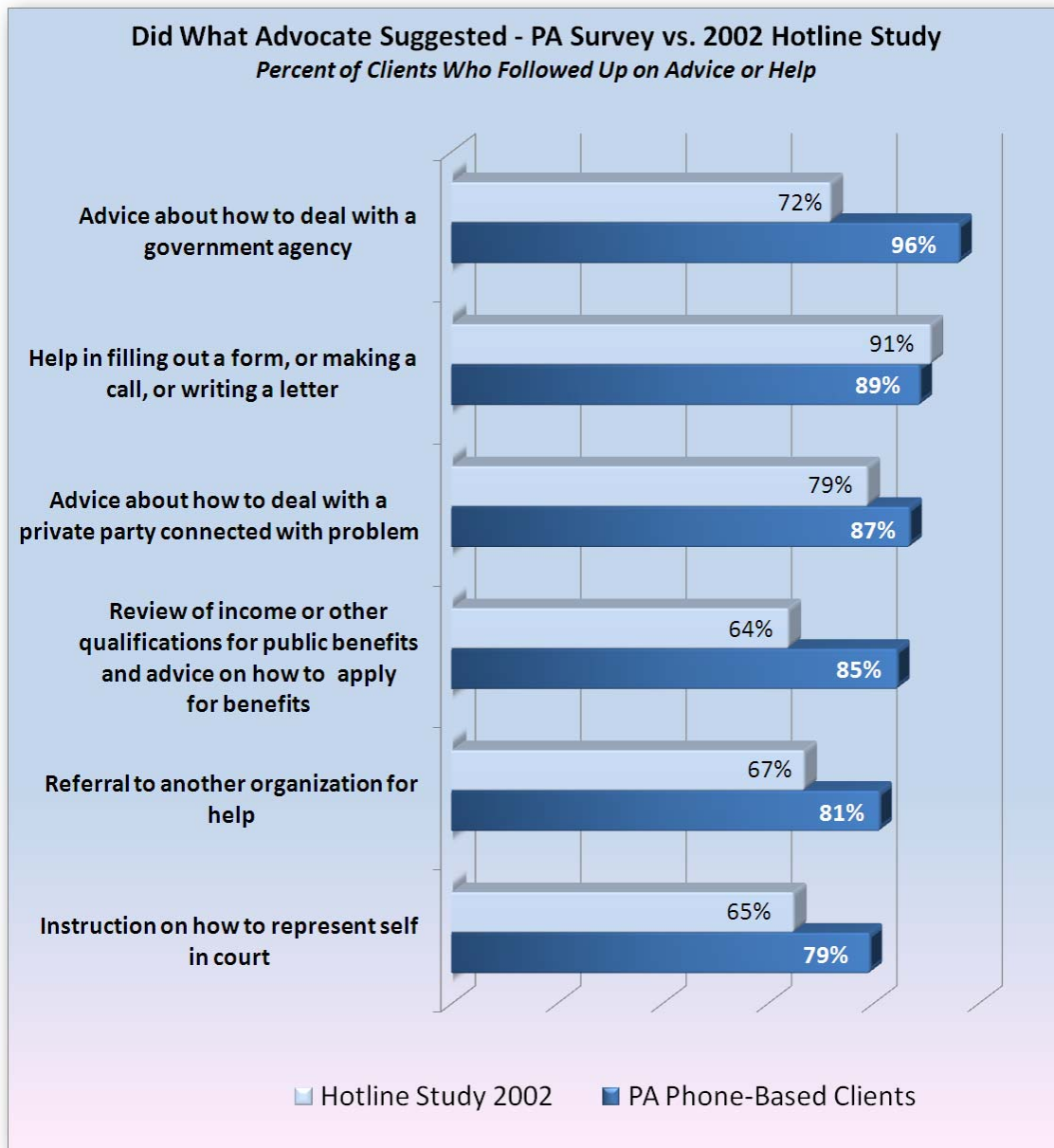


**More Pennsylvania legal aid clients took action on the advice they were given than was reported a decade ago by the Hotline Study.**

Exhibit 15 on the next page compares the incidence of follow-up action indicated by survey respondents with that reported by the 2002 Hotline Study.<sup>23</sup> This provides further evidence that Pennsylvania clients have benefited from the best practices recommended by the research and supported by the technical assistance made available by the ABA, LSC and other sources since 2002 when the Hotline Study was completed.

<sup>23</sup> Pearson, Jessica and Lanae Davis, "The Hotlines Assessment Study: Final Report," 2002, available at <http://www.nlada.org/DMS/Documents/1037903536.22/finalhlreport.pdf>, page 58.

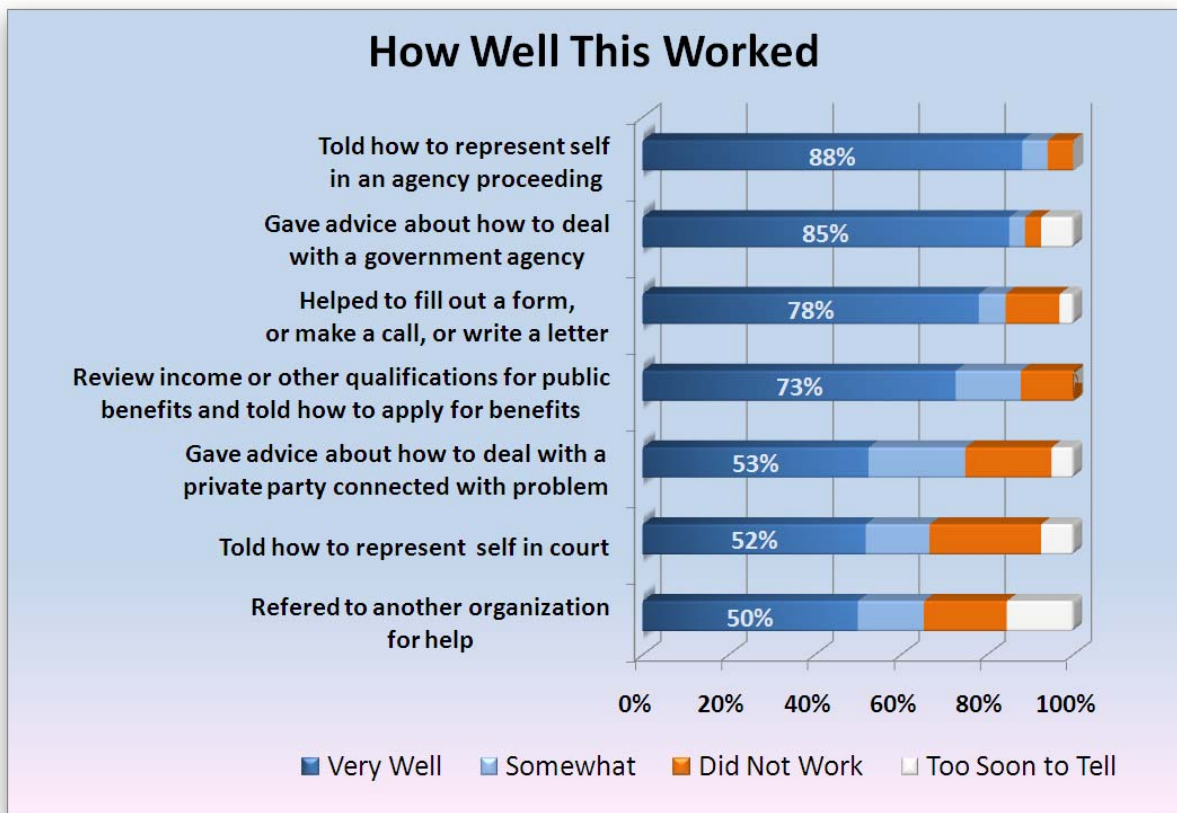
## Exhibit 15



### How Well Did the Action Work? “Very Well” Says a Majority.

- As indicated in Exhibit 16 below, at least **50 percent** of the clients who followed up indicated their action worked “Very Well.” (That percentage was reported by people who were “Referred to another organization for help”).
- The percentage who indicated their action worked “very well” ranged between **50 percent** and **88 percent** for the other types of advice listed in Exhibit 16.
- For one category, “Told how to represent self in an agency proceeding,” the percentage of clients who said their action worked either “very well” or “somewhat” was **94 percent**.

Exhibit 16

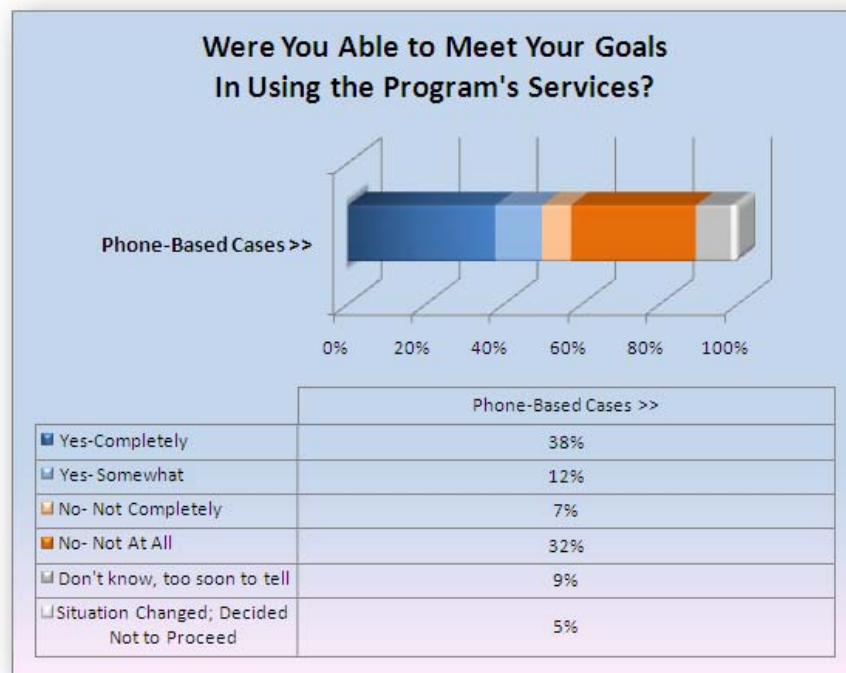


## **E. Outcomes: *Telephone-Based Services Achieved Significant Results for Clients.***

### **1. *One-Half of Clients Achieved Their Goals.*** (See Exhibit 17, below.)

- **50 percent** of clients achieved their goals “completely” or “somewhat.”
- **39 percent** said they achieved their goals “not completely” or “not at all.”
- **14 percent** responded, “don’t know, too soon to tell” or that their “situation changed; [and they] decided not to proceed.”

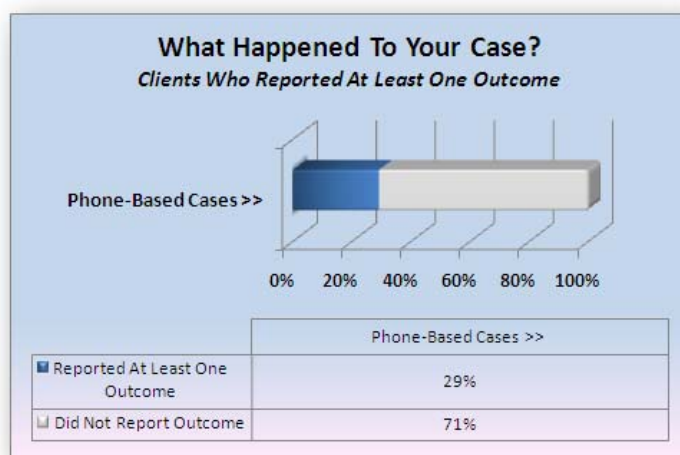
**Exhibit 17**



### **2. *Twenty-nine percent of clients provided with telephone-based services reported positive outcomes beyond receipt of advice-only and brief services.*** (See Exhibit 18, next page).

These outcomes were reported in response to an open-ended question in the survey interview: “*What happened to your case?*” Clients who said their case was resolved then were asked a series of follow-up questions leading to the client’s selecting a specific outcome from the list of specific categories in Attachment C. Examples of the kinds of outcomes achieved by clients are provided on page 10.

## Exhibit 18

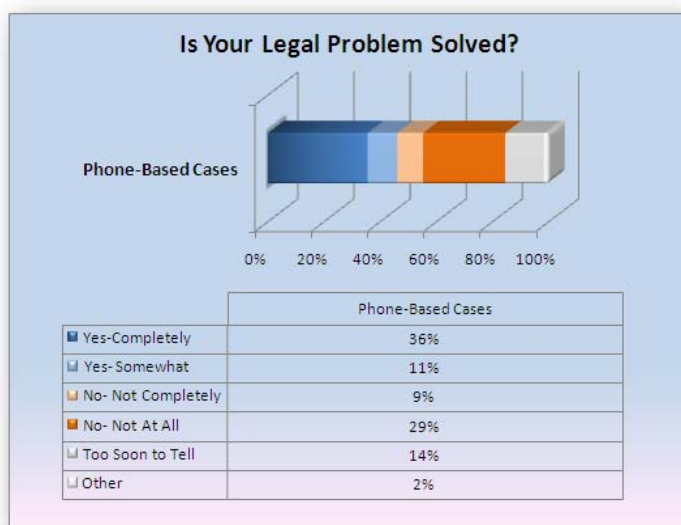


A comparison of the “29 percent” figure from Exhibit 18 with Exhibit 3 on page 9 indicates that marginally fewer clients of phone-based services reported positive outcomes than did advice-only/brief services clients as a whole (34 percent). This suggests that a higher percentage of clients achieved positive outcomes when served in-person rather than by phone, as discussed later in this section (see page 32).

### 3. Solutions: *Almost half of the cases produced complete or partial solutions to clients’ legal problems.* (See Exhibit 19 below.)

- **47 percent** of clients considered their problems to be “completely” or “somewhat” solved.
- **38 percent** reported their problems were solved “not completely” or “not at all.”
- **16 percent** indicated it was “too soon to tell” (14 percent) or they had “other” results (2 percent).

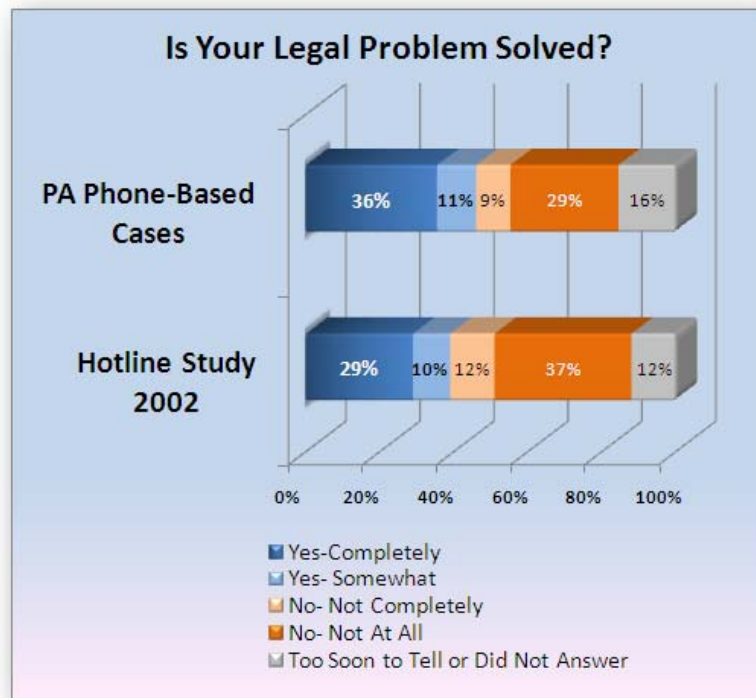
## Exhibit 19



*This result was comparable to, or slightly better than, that recorded by the 2002 Hotline Study.*

As Exhibit 20 below indicates, legal aid clients were more likely than 2002 Hotline Survey respondents to indicate their problems were “completely” or “somewhat” solved.

**Exhibit 20**



**F. Clients’ Perspective on Results: *A strong majority of clients considered the results of their cases to be “favorable.”***

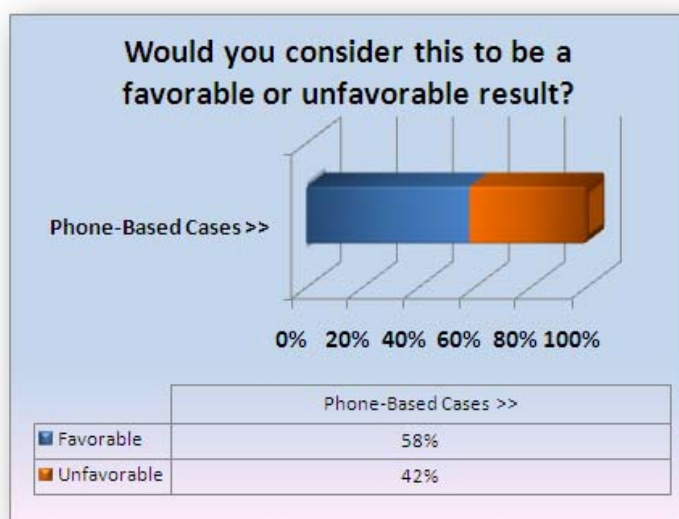
Responses to the question, “*Would you consider this to be a favorable or unfavorable result*” were as follows:

- 52 percent of clients deemed their results to be “favorable.”
- 23 percent thought their results were “unfavorable.”
- 10 percent were “not sure” or did not answer.

The responses by those expressing an opinion (that is, excluding the 10 percent who responded “not sure” or did not answer the question) are shown in Exhibit 21 on the next page:

- **58 percent** said their results were “favorable.”
- **42 percent** deemed their results to be “unfavorable.”

## Exhibit 21



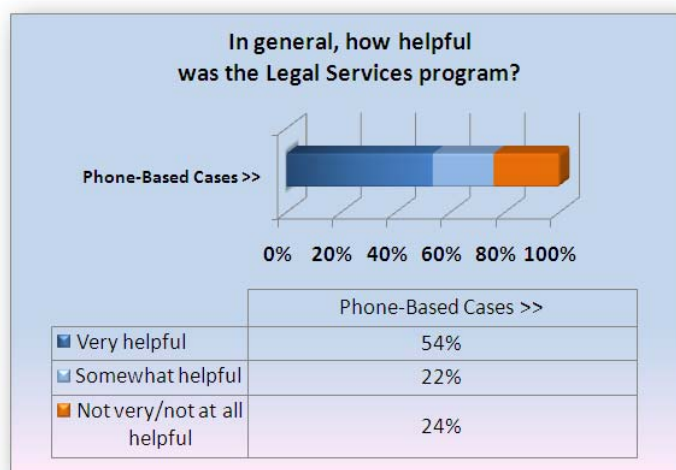
### G. Client Experience: *Three out of four clients felt their experience with the legal services program was positive.*

- 72 percent of clients thought the program was “very” or “somewhat” helpful.
- 23 percent thought the program was “not very” or “not at all” helpful.
- Five percent were “not sure” or did not answer.

The responses by those expressing an opinion (that is, excluding the five percent who responded “not sure” or did not answer the question) are shown in Exhibit 22 below:

- **76 percent** said the program was “very” or “somewhat” helpful.”
- **24 percent** thought the program was “not very” or “not at all” helpful.”

## Exhibit 22

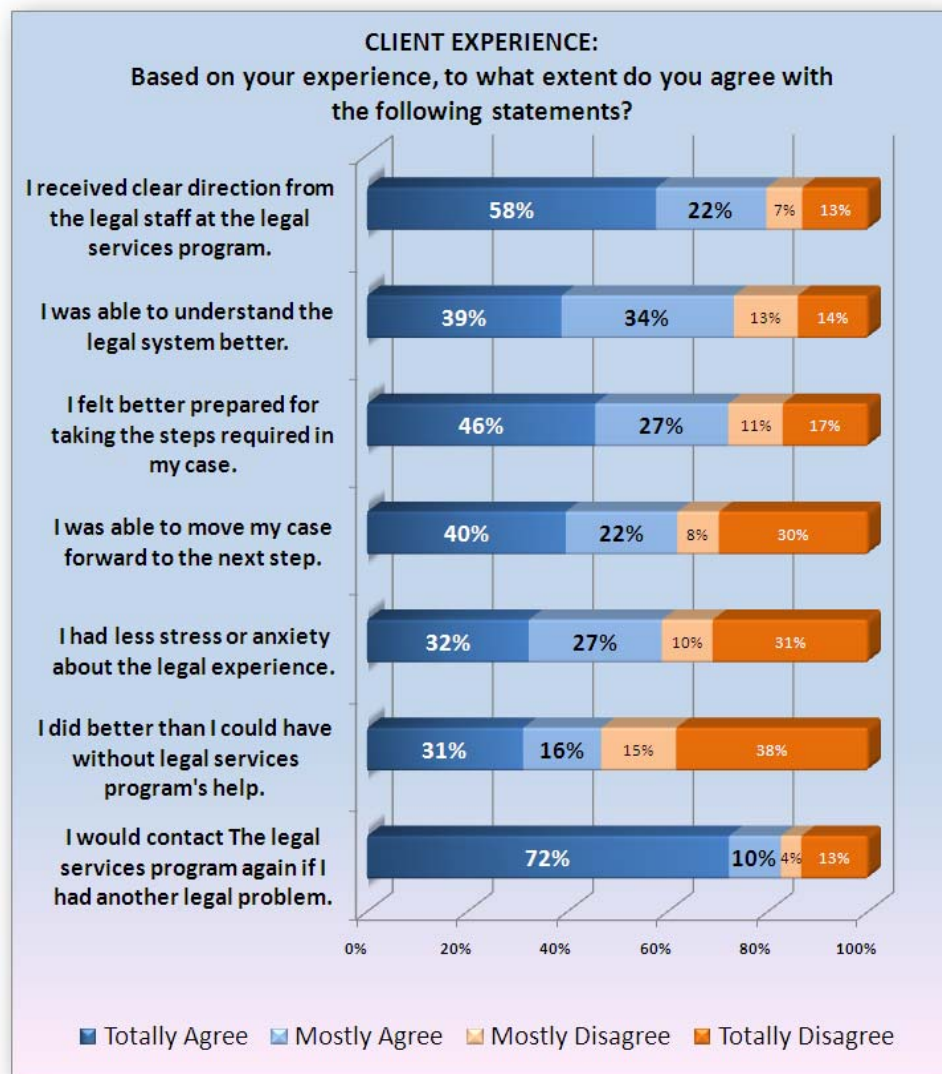


*The majority of clients were positive about specific aspects of their case.*

As indicated in Exhibit 23 below, a series of positive statements about clients' experiences elicited total agreement from between **31 and 72 percent** of respondents.

- The statement receiving the lowest response, “*I did better than I could have without [the legal services program’s] help*” received total agreement from **31 percent** and a rating of “Mostly Agree” from **16 percent**, for a total positive response of **47 percent**.<sup>24</sup>
- The overwhelming majority agreed that, “*I would contact [the legal services program] again if I had another legal problem.*” **72 percent** agreed “totally” and another **10 percent** agreed “mostly,” for a total positive response of **82 percent**.

**Exhibit 23**



<sup>24</sup> Reviewers of these findings expressed surprise that fewer than half the respondents agreed with this statement, yet overwhelmingly agreed with the next statement, “*I would contact the program again if I had another legal problem.*” One found the wording of the question to be confusing, and proposed that some respondents may have chose the opposite of what they intended.

**Comparison with the 2002 Hotline Study: Pennsylvania clients were more likely to rate the legal services program as “very helpful” than 2002 Hotline Study respondents.** (See Exhibit 24).<sup>25</sup>

**Exhibit 24**



## **H. Summary of Overall Findings on Telephone-Based Legal Assistance.**

In addition to clarifying the results being achieved through advice-only and brief services generally, the Client Survey shed light on the effectiveness of those services when delivered via one of the telephone-based intake and legal assistance systems that have come into wide use by Pennsylvania legal aid programs since 2000. The Client Survey revealed that:

1. ***Legal aid programs’ telephone-based legal assistance systems are more than “hotlines”*** (page 18). They are serving as the “front door” of a sophisticated, multi-faceted service delivery approach that performs intake, triage and assignment by telephone for the whole of array of legal services offered by the program, including advice-only and brief services (over the telephone or at a program office), appointments at legal clinics or with pro bono attorneys, or assignment to program advocates for extended service if the situation and available resources warrant it.
2. ***The majority of clients of telephone-based assistance receive follow-up from the program after having been served*** (page 19). In this respect, clients have affirmed that the Pennsylvania telephone-based legal assistance systems are in alignment with one of the best practices recommended by the 2002 Hotline Study.
3. ***Pennsylvania legal aid clients are benefiting from best practices developed through a decade of research and technical assistance by the legal aid community on telephone-based legal assistance*** (page 20).

<sup>25</sup> See Pearson, Jessica and Lanae Davis, “*The Hotlines Assessment Study: Final Report;*” 2002, available at <http://www.nlada.org/DMS/Documents/1037903536.22/finalhlreport.pdf>.

4. *The vast majority – between 79 and 96 percent - of clients served by telephone took follow-up action on the advice they were given* (page 21).
5. *Between 50 and 88 percent of those who took action said it worked “very well” for them* (page 23).
6. *Telephone-based services achieved significant results for clients* (page 24).  
Approximately half of clients achieved their goals “completely” or “somewhat.” Twenty nine percent achieved positive outcomes beyond receipt of advice-only or brief services.
7. *One-half of the clients served by telephone achieved complete or partial solutions to their legal problems* (page 25). This was comparable to, or slightly better than, the results found by the 2002 Hotline Study (page 26).
8. *Six out of ten clients considered the results of their cases to be “favorable”* (page 26).
9. *Three out of four clients of telephone-based assistance said their experience was positive* (page 27).

These findings provide strong evidence that from a clients’ perspective, telephone-based advice and brief services are providing not only broader and more convenient access to services but real solutions to legal problems and outcomes clients deem favorable, even in some cases where the facts of the situation are not favorable to the client’s preferred outcome. Taken as a whole, they indicate that telephone-based legal assistance is a legitimate vehicle for effective, high-quality assistance to clients.

## VI. FINDINGS REGARDING IMPACTS OF THREE MAJOR VARIABLES ON RESULTS ACHIEVED FOR CLIENTS OF TELEPHONE-BASED LEGAL ASSISTANCE

In addition to addressing the threshold questions posed by the Performance Audit Report,<sup>26</sup> the Client Survey provided an opportunity to learn more about the factors that affect the results achieved for clients through telephone-based legal assistance. Clients’ responses to questions about what happened in their cases were applied in an analysis that explored the following questions:

- Did the recipients of telephone-based legal assistance whose cases were closed by “*advice and counsel*” achieve different results than those whose cases were closed by “*brief services*”?
- Did clients served *primarily by telephone* achieve different results than those served *in-person*?
- Did results differ depending on the *legal problems* of the clients?

These questions were explored by comparing results on the basis of the following measures:

- The extent to which clients considered their legal problems solved.
- Whether or not clients achieved specific, positive outcomes.
- Whether clients considered their results to be favorable or unfavorable.

---

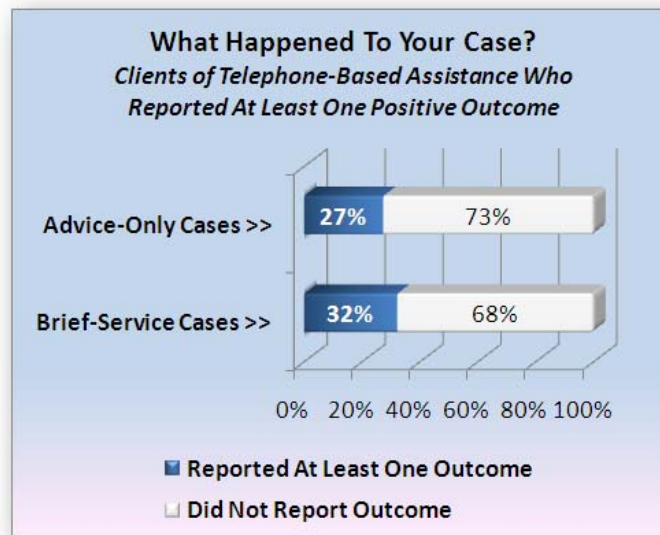
<sup>26</sup> Section IV presents findings on the first question – what results are achieved by clients who have received advice-only or brief services from a Pennsylvania legal aid program? Section V presents findings on the second question – how effective is the legal assistance being provided primarily by telephone?

- Whether or not clients felt their goals were met.

**A. Advice-Only Versus Brief Services Cases Handled By Telephone: *No large differences in results for clients were observed.***

- **Outcomes (see Exhibit 25):** Among *advice-only* recipients of phone-based services, **27 percent** were able to report that they achieved at least one positive outcome. Among phone-based *brief services* recipients served by phone, the percentage was **32 percent**. This slight difference was *not* statistically significant.<sup>27</sup>

**Exhibit 25**

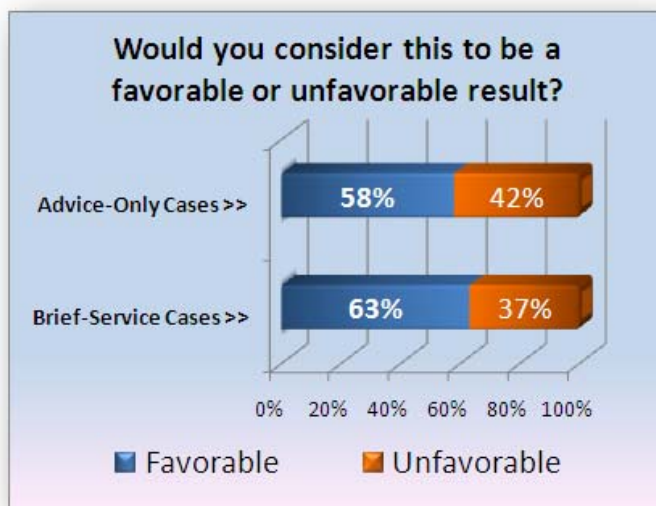


*Continued on next page...*

<sup>27</sup> Statistical tests indicated that in samples of the size studied in this survey, the amount of difference in results seen here could have occurred through chance alone.

- **Favorable versus unfavorable results.** The percentage of clients served by telephone that expressed an opinion and considered their results “favorable” was almost the same for advice-only recipients (58 percent) as for brief services recipients (63 percent). (See Exhibit 26). The difference was *not* statistically significant.

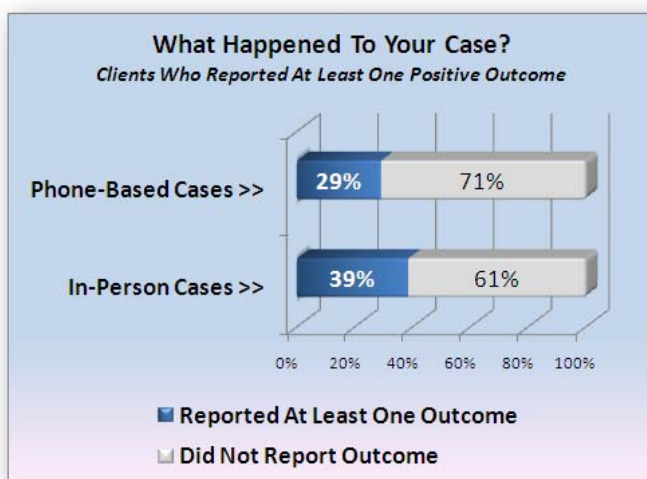
**Exhibit 26**



## **B. Telephone-Based Services versus In-Person Services: *Marginal differences favored clients who were served in-person.***

- **Outcomes** (see Exhibit 27): Among clients who were served by telephone, **29 percent** reported at least one positive outcome. Among clients served in-person, the percentage was **39 percent**. This difference *was* statistically significant.<sup>28</sup>

**Exhibit 27**



<sup>28</sup> Statistical tests indicated that for samples of the size studied in this survey this amount of difference was significant at the 95 percent confidence level.

- **Problem solutions** (see Exhibit 28): Among clients served by telephone, **36 percent** considered their problems to be “completely” solved. Among clients served in person, the corresponding percentage was **45 percent**. This difference was *not* statistically significant.

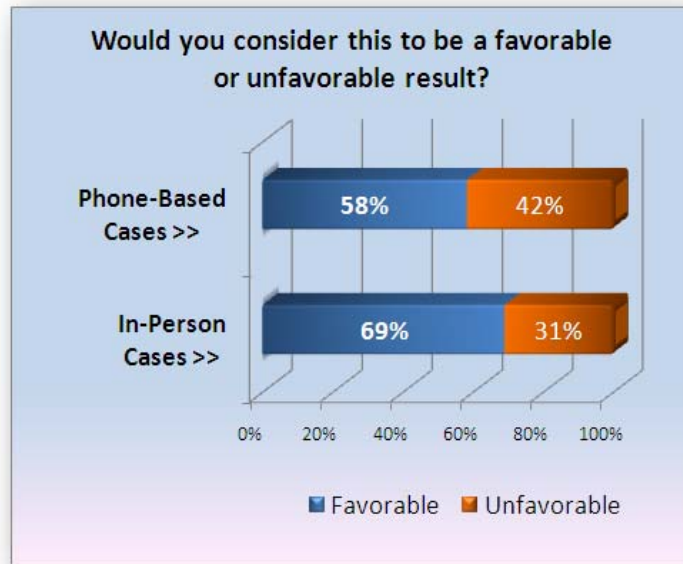
**Exhibit 28**



*Continued on next page...*

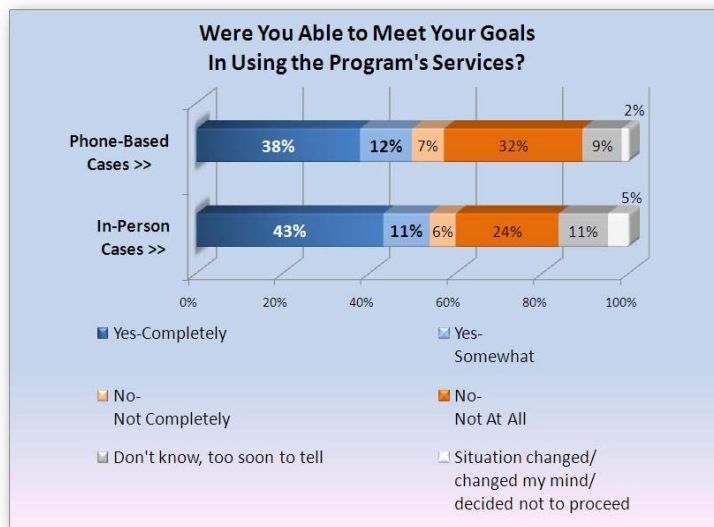
- **Favorable results** (see Exhibit 29): Among clients served by telephone, **58 percent** of those who expressed an opinion considered their results to be “favorable.” Among clients served in person, the corresponding percentage was **69 percent**. This difference was statistically significant.<sup>29</sup>

**Exhibit 29**



- **Met goals** (see Exhibit 30): Among clients served by telephone, **38 percent** indicated they had met their goals “completely.” Among clients served in person, the corresponding percentage was **44 percent**. This difference was *not* statistically significant.

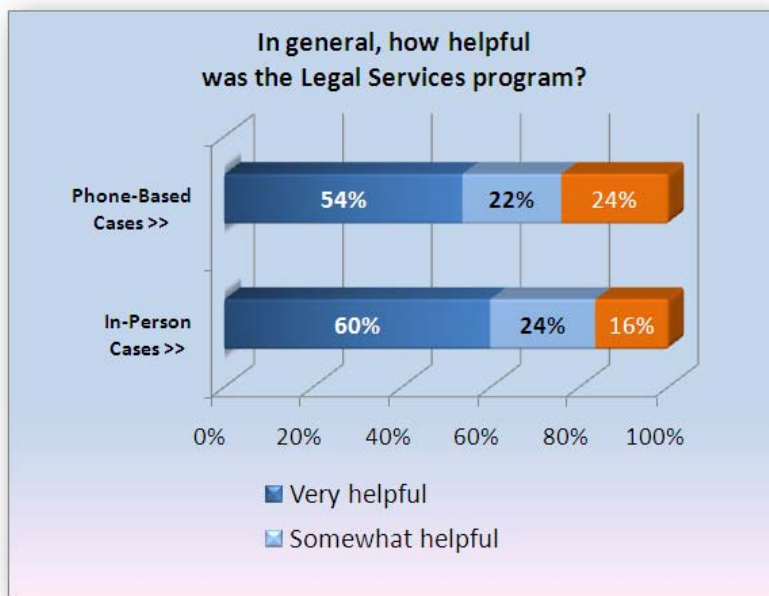
**Exhibit 30**



<sup>29</sup> Statistical tests indicated that for samples of the size studied in this survey this amount of difference was significant at the 93 percent confidence level.

- **Client satisfaction** (see Exhibit 31): Among clients served by telephone who expressed an opinion, **54 percent** rated the legal services programs as “very helpful.” Among clients served in person, the corresponding percentage was **60 percent**. This difference was statistically significant.

**Exhibit 31**



In combination, exhibits 27 through 31 suggest that results for clients are marginally better for clients served in-person than those provided with telephone-based assistance. The reasons for the differences are not discernible from the information produced by this study. Potential explanations could include any or both of the following:

- **The cases might not have been strictly comparable.** The cases flagged as in-person matters might reflect the selection decisions of intake staff as much as differences in the way services were provided. Based on initial screening, intake workers sometimes direct clients having difficult problems (for example, eviction) or needing special attention (for example, having limited English language skills) to a program office for in-person service. Consequently, clients flagged for special treatment and served in-person might have responded more positively to the Client Survey than clients served entirely by telephone.
- **Face-to-face services might be more effective under these circumstances.** The ratings of clients served in-person might reflect the perception they were heard clearly by their legal advisor, understood the advice they received, and achieved a good result.

Again, the differences between the two modes of service were not large. The percentage of clients reporting good results from telephone-based service is only slightly lower than those reported by clients served in person. From a practical, service delivery standpoint, the difference is not enormously significant. Vastly more clients can be served by telephone than in person with the same resources. Moreover, telephone-based services provide much greater convenience for

clients, considering the logistical challenges posed by jobs, school, transportation and child care in obtaining legal assistance by visiting a program office rather than by calling on the phone.

However, in consideration of the fact that a slight difference was found in the Client Survey, a conservative application of the findings would be to follow these guidelines:

- **Clients with difficult legal problems or facing unusual challenges should continue to be provided with in-person services** where they can benefit from the extra attention and enhanced communication that can result. Intake procedures should be applied that provide screening for difficult problems or special client challenges, such as limited English proficiency, physical or emotional disabilities or low literacy.
- **Clients who do not have difficult problems or unusual challenges can effectively be served by telephone.** The benefits of easier access, greater efficiency – both for clients and for the program – and comparable outcomes make the telephone-based services of Pennsylvania programs a vital component of a modern, full range, mixed-service delivery system.

### C. Impact of Legal Problem Type on Results Achieved by Clients

A comparison of the results achieved by clients of telephone-based legal assistance across the top 10 legal problems faced by clients found *no* statistically significant association between the legal problems faced by clients and the results they achieved as a result of the legal assistance they received.<sup>30</sup>

That is not to say that legal problem doesn't matter. Rather, these findings only indicate that the sample sizes for the Client Survey were not large enough for us to say with confidence that particular problems are more amenable to telephone-based assistance than others.

Exhibit 32 below indicates the legal problems and associated sample sizes included in this analysis.

**Exhibit 32**

Legal Problem	Cases
Custody/Visitation	23
Private Landlord/Tenant	20
Medicaid	15
Mortgage Foreclosures	13
Unemployment Compensation	13
Bankruptcy/Debtor Relief	7
Federally Subsidized Housing	7
SSI	7
Collection	6
Homeownership/Real Property	3
<b>Total</b>	<b>114</b>

---

<sup>30</sup> Statistical tests indicated that the differences in results for various legal problems of clients were statistically significant only at the 60-70 percent confidence level. Most researchers consider confidence levels below 90 percent NOT to be significant.

Differences might have been found to be statistically significant had the sample sizes been larger. The impact of legal problem type, if any, could easily have been masked by other sources of variation in a survey of this size. For example, the 23 “custody/visitation” cases in the sample were spread across ten legal aid programs, each with different helpline policies, operations and staff capabilities. Moreover, these samples were further subdivided into advice-only and brief service cases. With only a few cases per program of a specific type (such as custody/visitation) and a specific service type (advice-only versus brief services), any variation in results due to legal problem types would likely have been masked by variation due to these other factors.

## D. Summary of Findings Regarding Impacts of Major Variables on Effectiveness of Telephone-Based Legal Assistance

In summary, the Client Survey found that:

1. *There were no large differences in results between advice-only cases and brief services cases* (page 31).
2. *Marginally better results were reported for in-person services than for services provided primarily by telephone* (beginning at page 32). The results of our analysis this factor are summarized in Exhibit 33 below:

**Exhibit 33:**  
**Summary of Findings Regarding Telephone-based versus In-Person Assistance**

All "Advice" Cases <i>(Including "Advice-Only" and "Brief Services")</i>	TELEPHONE-BASED			IN-PERSON			Significant Difference (See Note *)
	Advice-Only and Brief Services			Advice-Only and Brief Services			
	Yes	Some- what	Total YES	Yes	Some- what	Total YES	
<i>Achieved At Least One Positive Outcome</i>	29%	(NA)	29%	39%	(NA)	39%	✓
<i>Met Goals Completely or Somewhat</i>	38%	12%	50%	43%	11%	54%	
<i>Had Legal Problem Solved Completely or Somewhat</i>	36%	11%	46%	45%	6%	51%	
<i>Considered Result to Be Favorable</i>	58%	(NA)	58%	69%	(NA)	69%	✓
<i>Thought Legal Services Program was Very or Somewhat Helpful</i>	54%	22%	76%	60%	24%	84%	✓
*NOTE: The differences in results indicated with "✓" were found to be statistically significant at a 93 percent or higher confidence level.							

- The slight advantage of in-person assistance suggests that programs should continue to assign difficult cases or clients with extra challenges to program offices for in-person services. Special screening procedures should be applied at intake to ensure that these cases are flagged for in-person service.
  - The fact that the advantage of in-person assistance is so slight suggests that telephone-based assistance can produce good results for the majority of clients whose situations do not pose special challenges calling for in-person services.
3. *The legal problems of clients were found not to be correlated with the results they achieved through telephone-based legal assistance* (page 36). Differences in results might indeed exist, but the sample sizes for the Client Survey were not large enough to say with confidence that some problems are more amenable to telephone-based legal assistance than others.

## VII. CONCLUSION

The Client Survey sheds light on the question raised by the Performance Audit Report: what results are achieved by clients in the 50 percent of the total cases handled by AJA-funded legal aid programs that are resolved by advice – either advice-only or brief services cases?

For a strong majority of clients, the Client Survey indicates the services are effective – for example, six out of ten achieve results they deem “favorable,” and eight out of ten obtain services they find “helpful.” The advice-only and brief services provided by Pennsylvania legal aid programs are enabling many thousands of people a year to address simple legal problems quickly, with much better results than they would have if left to deal with these problems without access to any legal assistance.

Advice-only and brief services are legal aid’s “emergency room” cases. The evidence shows that these services are not only effective; they are essential. Without them, thousands of low-income families a year would be forced to confront their legal problems without any legal help at all, with consequences that in some circumstances would be devastating.

Another issue on which the Client Survey provides additional insight concerns the results achieved by clients when the advice-only or brief services are delivered by telephone. The Client Survey provides strong evidence that from a client perspective, telephone-based advice and brief services are not only effective but provide more convenient access to services and enable vastly more people to get legal help than would be possible through only traditional face-to-face methods with the same amount of resources.

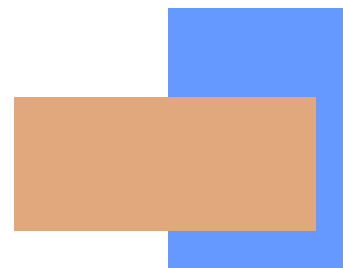
Taken as a whole, the findings indicate that telephone-based legal assistance is a legitimate vehicle for delivery of effective, high-quality assistance to clients. Regardless of where they go from here, Pennsylvania programs can take satisfaction in having achieved something remarkable – that is, establishing and operating service delivery systems that are providing real benefits day in and day out to thousands of clients who otherwise would be unable to get the legal help they sorely need.

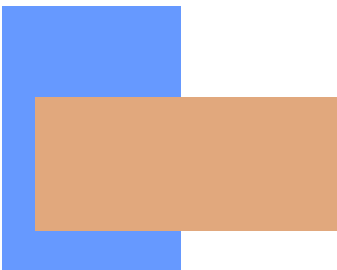


**Board of Directors** Honorable Chester T. Harhut, President  
Wesley R. Payne, Esq., President-Elect  
Thomas A. Tupitza, Esq., Treasurer  
Marsha Mathis, Secretary  
Gerald A. McHugh, Esq., President Emeritus  
Charles B. Gibbons, Esq., President Emeritus  
Justine Boatwright  
James P. DeAngelo, Esq.  
Elizabeth Wood Fritsch, Esq.  
The Honorable Kate Harper, Esq.  
Yvette R. Long  
Linda Morris

**Management Team** Samuel W. Milkes, Esq., Executive Director  
Cynthia G. Newcomer, Chief Administrative Officer  
Karen Stokes, Controller  
Fran Weisinger, Executive Secretary/Office Manager  
Emil Ghoting, Support Staff  
Susan Lucas, Financial Consultant  
Christine Kirby, Director Resource Development  
Henry Leone, Esq., Training and Information Facilitator

**Contact Information** Pennsylvania Legal Aid Network, Inc.  
The Louise Brookins Building  
118 Locust Street • Harrisburg, PA 17101-1414  
Phone 717-236-9486 or 800-322-7572 • Fax 717-233-4088





**ATTACHMENT A:**  
**Sampling Process, Client Consent Process**  
**and Final Characteristics of Samples**  
**for the Client Survey**

	<b>Page</b>
<b>1. Overview .....</b>	<b>A-2</b>
<b>2. Process for Selecting Samples .....</b>	<b>A-2</b>
<b>3. Process for Obtaining Client Consent.....</b>	<b>A-4</b>
<b>4. Follow-Up and Second Round of Consent Calls .....</b>	<b>A-7</b>
<b>5. Final Characteristics of Samples .....</b>	<b>A-8</b>
a. Community Legal Services (CLS).....	A-8
b. Legal Aid of Southeastern Pennsylvania (LASP).....	A-11
c. Laurel Legal Services (LLS).....	A-13
d. MidPenn Legal Services (MPLS) .....	A-16
e. Neighborhood Legal Services Association (NLSA).....	A-19
f. Northwestern Legal Services (NWLS) .....	A-22
g. North Penn Legal Services (NPLS) .....	A-24
h. Pennsylvania Health Law Project (PHLP).....	A-26
i. Philadelphia Legal Assistance (PLA) .....	A-28
j. Southwestern Pennsylvania Legal Services (SPLS) .....	A-31

## 1. OVERVIEW

The Client Survey was carried out using computer-assisted telephone interview (CATI) facilities and trained survey interviewers at Northwestern Michigan College (NMC) in Traverse City, Michigan. The Resource worked with the ten legal aid organizations participating in the Client Survey to select representative samples totaling 400 clients (an average of 40 per program) from the universe of all cases closed by advice-only or brief services between July 1 and December 15, 2011.

The sample selection and consent processes were carried out in the following steps:

- a. Each program provided The Resource with a master list containing the case numbers (but no client names or telephone numbers) of all advice-only and brief services cases closed during the 5-1/2 month sampling period. This list was prepared by the program through a process of querying the program's case management system (CMS).
- b. The Resource selected from each program's master list a probability sample of cases to be included in the Client Survey, using a stratified random sample (SRS) design. (See "Process for Selecting Samples" below.)
- c. Program staff or volunteers called all of the clients on the sampling list to seek consent. (See "Process for Obtaining Consent" below.)
- d. The program then forwarded a list to The Resource containing contact information for those clients who had agreed to participate in the survey. This list was passed on to the survey team at NMC to be used in the interviews.
- e. NMC and The Resource tracked the progress of the interviews against the Stratified Random Sampling design. Where necessary, further consent-seeking calls by programs were carried out until the sample goals were met. (See "Follow-Up and Second Round of Consent Calls" on page A-7 of this Attachment.)

## 2. PROCESS FOR SELECTING SAMPLES

To stay within the budget available for the Client Survey, and based on preliminary per-interview cost estimates, the Pennsylvania IOLTA Board set a goal of 500 completed interviews for the Client Survey. For the ten programs, this translated to a goal of having an average of 50 completed client interviews per program.<sup>1</sup>

To complete 50 interviews, we estimated NMC would need a list of consenting clients from each program containing 150 names. That figure was estimated by applying information about success rates achieved by the 2002 Hotline Study.<sup>2</sup>

---

<sup>1</sup> Although we sought an average of 50 interviews per program, the goal was lower for some programs that provided a limited range of services. For example, the goal was 25 interviews for Pennsylvania Health Law Project (PHLP), the cases of which consist almost exclusively of helpline (telephone-based) advice-only and brief services. In effect, PHLP's cases cover just one-half of the sampling matrix table (see Exhibit A-1 and related discussion). Accordingly, a sample of 25 of PHLP's cases is equivalent to a sample of 50 cases for another program that handles both telephone-based and in-person cases. Similarly, the sampling goals were lower for other programs such as Southwestern Pennsylvania Legal Services and Laurel Legal Services that handle very few brief services cases through their telephone-based legal assistance systems.

<sup>2</sup> In the 2002 Hotline Study, it took an average of three attempts for each completed interview. The range for the five programs in the Study was 35 to 45 percent. See "Pearson, Jessica and Lanae Davis, "The Hotlines Assessment Study: Final Report;" 2002, available at <http://www.nlada.org/DMS/Documents/1037903536.22/finalhlreport.pdf>.

To determine how many clients would have to be called by the programs in order to obtain 150 consenting clients, we assumed a success rate 35 percent.<sup>3</sup> Dividing 150 by 35 percent yielded a figure of 430 calls per program.

To ensure that the samples represented as closely as possible the population of cases handled by each program, The Resource used a stratified random sampling (SRS) design. With this design, samples are drawn at random from each of several “strata” of the population, rather than pooling all cases for the population as a whole (known as simple random sampling). Stratified random sampling is used in studies where the number of cases to be sampled is very small relative to the population. It ensures that the sample will include examples of all the important segments of the population – a goal that might not be achieved if the researchers were to rely on chance alone to determine the composition of the sample as is done with simple random sampling.

As indicated in Exhibit A-1 on the next page, the master lists were stratified according to four variables:

- **Legal Aid Program** (10 programs total – see the map on page 5 of the Client Survey report).
- **Service Model** applied in each case – “Telephone-Based” versus “In-person”
- **Service Type** – “Advice & Counsel” versus “Brief services” (*as these terms are defined for statistical reporting purposes by funders Pennsylvania IOLTA, Pennsylvania Legal Aid Network, Inc. and the Legal Services Corporation*).<sup>4</sup>
- **Legal problem** – Standardized across Pennsylvania Legal Aid Network programs. Cases were sampled randomly from five “legal problem” strata defined by the four most frequent legal problem types handled by each legal aid program in the Client Survey, plus a stratum consisting of all problem types other than the top four.<sup>5</sup>

---

<sup>3</sup> We assumed the program would face a challenge similar to the researchers in the 2002 Hotline Study, where a large percentage of clients had moved, changed phone numbers, were not at home, did not answer, or for other reasons could not be contacted by telephone. The range of success rates in the 2002 Hotline Study was 35 to 45 percent across the five programs that participated. We used a conservative figure of 35 percent for purposes of estimating the numbers of clients who would need to be called.

<sup>4</sup> In the legal aid community, “Advice & Counsel cases” are also called “advice-only cases,” or abbreviated as “advice cases.” In this report, these terms all mean “Advice & Counsel” cases as defined in the Case Statistical Reporting (CSR) Handbook issued by the Legal Services Corporation, available at [http://grants.lsc.gov/sites/default/files/Grants/RIN/Grantee\\_Guidance/CSR/CSR%20Handbook%202008%20as%20amended%202011.pdf](http://grants.lsc.gov/sites/default/files/Grants/RIN/Grantee_Guidance/CSR/CSR%20Handbook%202008%20as%20amended%202011.pdf).

<sup>5</sup> The top four legal problem types differed by program. To maximize representativeness of samples, the samples were stratified to reflect each program’s unique case type distribution. For example, the cases of Legal Aid of Southeastern Pennsylvania (LASP) were stratified into the following five groups: (1) custody/visitation; (2) private landlord/tenant; (3) bankruptcy/debtor relief; (4) unemployment compensation; and (5) all other legal problem types. Cases were then sampled randomly from each stratum.

**Exhibit A-1: Sampling Matrix**  
**Estimated Number of Clients to Be Called By Each Program**  
**to Obtain 50 Completed Interviews**  
*Cases Stratified by (a) Legal Problem (5 strata)<sup>6</sup>; (b) In-Person versus*  
*Telephone-Based Model; and (c) Advice-Only versus Brief Service*

Legal Problem	In-Person		Telephone		Total
	Advice	Brief Service	Advice	Brief Service	
Private Landlord/Tenant	20	20	20	20	80
Custody/Visitation	20	20	20	20	80
Collection Incl. Repossession/Deficiency/Garnishment	20	20	20	20	80
Mortgage Foreclosures Other than Predatory Lending/Practices	20	20	20	20	80
<b>Subtotal - Top Four Problem Types</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>320</b>
All Other Problem Types	28	28	28	28	110
<b>Total</b>	<b>108</b>	<b>108</b>	<b>108</b>	<b>108</b>	<b>430</b>

### 3. PROCESS FOR OBTAINING CLIENT CONSENT

From the onset of the Client Survey, there was strong consensus among sponsors, program participants and the research team at The Resource that informed consent would be obtained from clients prior to requesting any personally-identifiable information, such as client names or telephone numbers, from the legal aid programs.

After consultation with the Steering Committee, and receipt of a requested informal opinion from the Pennsylvania Bar Association, the Pennsylvania IOLTA Board approved a procedure developed by The Resource whereby the programs themselves would seek consent from their clients whose cases had been selected for the survey samples by the research team, from lists from which all personally-identifiable information had been redacted. Once consent was obtained, the clients' names and telephone numbers, along with salient variables about their cases, such as legal problem and type of service provided, were forwarded to the interviewing team at Northwestern Michigan College (NMC), under a confidentiality agreement between The Resource and NMC conforming to Michigan's Confidential Research and Investment Information Act.

Cases involving domestic violence were deleted from the lists from which the samples were drawn, out of a concern that contacting those clients might put some of them in danger.

The instructions provided to the programs for use in the consent calls are indicated in Exhibit A-2 on the following page. The sample script used by the volunteers and program staff members for making the calls is provided in Exhibit A-3 beginning on page A-6.

<sup>6</sup> The legal problem types that defined the "Top Four" differed by program – see previous footnote.

## **Exhibit A-2: Instructions Provided to the Programs for Carrying Out the Sampling and Client Consent Process**

### **Overview:**

1. Program provides researchers with a master list of cases closed during sampling period.
2. Researchers select probability sample of cases to be included in study and provide list back to program indicating case numbers of clients to be called for consent.
3. Program staff or volunteers call 430 clients and provide contact information back to researchers for clients who have consented.
4. Researchers interview clients who have consented to be included in study.

### **Step One: *Program provides The Resource with master list of clients served during sampling period.***

1. Resource provides program's Case Management System (CMS) specialist with instructions and a query script to be used for exporting a master list of cases from the program's CMS containing the data fields needed for the study.
2. Program e-mails the exported master list to The Resource. ***Note:** No client names or phone numbers will be included on this list. The program will retain client-identifiable information until after the clients have consented to have their information released to the researchers in Step Three below.*

### **Step Two: *Resource and NMC select probability sample of clients to be contacted.***

1. **As soon as master list is received from program:** Researchers (Resource and NMC) select probability sample of cases to be contacted by the program.
2. **Resource sends list of sampled cases back to the program** indicating case numbers to be included in calls by the program. Scientific sampling techniques will be used to ensure the sample is representative of the total population of advice and brief services cases handled by the program.

### **Step Three: *Program staff or volunteers seek consent from clients.***

1. **Starting on January 11:** Program staff and/or volunteers call the clients whose cases are included in the tracking sheet of sampled cases. We have estimated that 430 clients<sup>7</sup> will need to be called by each program in order to obtain consent from enough clients to complete the survey.

*(See Exhibit A-3 – Script for Obtaining Client Consent.)*

2. **Callers will record the results of each call on the Sample List provided by The Resource.**

Instructions for use are provided directly within the Excel workbook containing the Sample List. Spaces are provided on the Sample List for recording the results of each call, including whether or not the caller was successful in contacting the client, whether or not the client has consented to be included in the survey, the best time for the surveyor to call, and an alternative phone number in case the number provided in the Sample List is not the best number for the surveyor to call.

---

<sup>7</sup> Some programs will have fewer cases, depending on their volume of advice and brief service cases.

For purposes of determining the best time for the surveyor to call the client, please note the following hours during which the surveying will take place:

**a. Monday – Friday:**

- 9 a.m. to noon
- 1p.m. to 4 p.m.
- 6 p.m. to 9 p.m.

**b. Saturday**

- 1p.m. to 4 p.m.

3. **ASAP – no later than January 20:** Program sends to The Resource a copy of the completed Sampling List containing names and phone numbers of clients who have consented to be interviewed for the study, and with the client-identifiable information (names and phone numbers) DELETED for clients who have NOT consented to participate.

**Step Four: NMC researchers conduct survey.**

Using the Sample List, NMC surveyors will conduct Computer-Aided Telephone Interview (CATI) survey of the clients who have consented.

**Exhibit A-3**  
**Call Script for Seeking Client Consent**

*Hello, I'm calling to speak with [client name].*

- If the client is not available, reply: *"Is there a convenient time when I might try calling again for [client name]?"*
- If asked to identify who is calling, reply: *"I am [your name], and I'm calling from a local community organization. Is there a convenient time when [client name] might be available?"*
- If prodded for information about your purpose, reply: *"I'm sorry, but I really need to talk directly with [client name]. Is there a convenient time when I can call [him or her] back?"*

Once the client is reached... *"Hi, my name is [your name]. I am calling from [name of your legal services program]. Do you have just a few minutes now for us to talk?"*

- If no, then ask: *"Is there a convenient time when I could call you back?"*
- If still no, and/or it is clear the client doesn't want to proceed, then thank him or her and hang up. Mark the sampling sheet, *"Client does not want to participate."*
- If yes, then thank the client and continue...

*"Back in [month and year of when the case was opened], you contacted our program for legal help with a question that you were concerned about.*

*I am calling now because our organization is involved in a survey by our state funder to determine how effective our legal help is.*

*Since you are a past client of ours, I am calling for your permission to provide your name and information about your case to the researchers who are conducting the study. They are from Northwestern Michigan College.*

*If you provide me with permission today, then you will be interviewed by telephone about your opinion of our services. The interview will take about ten minutes of your time.*

*Any information that the researchers obtain from us or from you about your case will be kept totally confidential. Even **[name of your legal services program]** will not learn any individual feedback you supply the researchers.*

*Your decision today about whether or not to take part in the survey is entirely VOLUNTARY. No matter what you decide, it will NOT in any way affect your ability to receive help from **[name of legal services program]** in the future. If you do NOT want to participate, just tell me now and you will NOT be contacted again for the survey.*

*Do you have any questions or concerns about the survey or what I just said? **[Caller will make note of any questions or concerns.]***

*Do you agree to have your name and information provided to the research organization or do you choose NOT to participate in the survey? **[Caller will record the response – YES or NO – on the sampling list.]***

***[If YES, then explain that an interviewer should be calling within the next few weeks, and ask: Are there particular days of the week, and hours of the day, that it will be best for the surveyor to call you?***

- ***Record the information on the Sample List – Consent Yes or No, best day and time to call, and the other information requested.***

*Thank you for your time today. If you have any questions, please contact **[name of your legal services program]** at your convenience. Would you like me to give you that number? **[Provide your program's primary telephone number]**. Have a great **[day/evening]**.*

***### End of Call Script ###***

#### **4. FOLLOW-UP AND SECOND ROUND OF CONSENT CALLS**

All ten programs made strong efforts in support of the Client Survey in the face of severe other demands on staff and volunteer resources at the time the survey was underway – especially the need to maintain services to clients during a period of exceptionally high demand during January and February 2012. It turned out that the programs' success rates in reaching clients for the consent requests were lower than the assumed 35 percent. The highest rate achieved by a program was 27 percent; in that instance the program obtained consent from 116 of the total 430 clients whom were called.

The highest success rates were achieved by programs that made three rounds of calls and then left messages on phones answered by voice mail. Programs whose resources allowed only two rounds of calls had lower success rates.

Once the survey was underway, The Resource and NMC monitored the interviewing process to ensure that the desired 50 completed interviews per program would be as evenly distributed across all the cells of the sampling matrix (see Exhibit A-1) as possible. Since the sampling matrix contained 20 cells, this meant that only two or three cases could be allowed in each cell in order for all cells to be adequately populated. Once the target of two or three interviews for each cell had been completed, the interviewers shifted their efforts to call clients reflecting other cells of the sampling matrix.

In February 2002, The Resource and NMC reviewed progress in populating the sampling matrices. The Resource then estimated how many additional interviews would be needed in order to populate all cells of the sampling matrix for each program and, based on the success rates achieved to date, how many additional consent-seeking calls would be needed by each program.

Based on that analysis, The Resource produced a set of randomly-selected case numbers for a second round of consent-seeking calls by each program, again using a stratified random sampling design, aimed at populating cells of the sampling matrices for which significant gaps still remained in completed interviews at that time. Those calls were completed and the consenting clients interviewed by mid-March 2012.

## 5. FINAL CHARACTERISTICS OF SAMPLES

As indicated in the tally below, the total number of completed interviews was 400, an average of 40 per program. The number of completed interviews per program ranged from 26 to 58.

### Final Tally of Completed Interviews

1) NWLS:	58 surveys
2) NLSA:	55
3) NPLS	54
4) LASP:	50
5) PLA:	50
6) PHLP:	28
7) MPLS	27
8) CLS:	26
9) LLS:	26
10) SPLS:	26
<hr/>	
400 surveys	

In the remainder of this section, the samples are analyzed individually for each of the ten programs that participated in the survey.

### a. Community Legal Services (CLS)

The table on the next page compares the distribution of the completed interviews with that of the population of cases handled by the program on three sets of demographic characteristics (sex, age and race), and on legal problem type. As indicated in the table, the sample matched the population within a few percentage points on the following variables:

- **Sex**
- **Age**
- **Legal Problem** other than those noted below

Disparities between the sample and population were noted for the following variables:

- **Race:**
  - African American: The sample contained a *higher* percentage than the population (92 versus 72 percent).
  - Hispanic: The sample contained a *lower* percentage than the population (zero versus 14 percent).

- **Legal Problem**

- Predatory Lending/Practices Other Than Mortgage Foreclosures: The sample contained a slightly *higher* percentage of cases than the population (23 versus 15 percent).
- Collection: The sample contained a *higher* percentage of cases than the population (35 versus 7 percent).

**Exhibit CLS-1: Community Legal Services**  
*Comparison of the Client Survey Sample with the Population of Cases  
 Handled During the Sampling Period, July 1 through December 15, 2011*

Characteristics		SAMPLE: Clients Interviewed in Survey		POPULATION: All Clients Served During Sampling Period	
		Number	Percent	Number	Percent
Sex					
Male		10	38%	755	33%
Female		16	62%	1,533	67%
Unknown			0%	1	0%
Total		26	100%	2,289	100%
Age					
Under 18		0	0%	27	1%
18-59		20	77%	1,842	80%
Over 60		6	23%	420	18%
Total		26	100%	2,289	100%
Race					
White		2	8%	198	9%
African American		24	92%	1,645	72%
Hispanic		0	0%	320	14%
Native American		0	0%	2	0%
Asian/Pacific Islander		0	0%	44	2%
Other		0	0%	80	3%
Total		26	100%	2,289	100%
Legal Problems: Top Four and All Other					
Consumer	Predatory Lending Practices (Other than Mortgages)	6	23%	353	15%
Consumer	Public Utilities	3	12%	341	15%
Housing	Private Landlord/Tenant	3	12%	328	14%
Consumer	Collection Incl. Repossession/Deficiency/Garnishment	9	35%	166	7%
Sum of Top Four Problems		21	81%	1,188	52%
All Other		5	19%	1,101	48%
Total		26	100%	2,289	100%

The tables below display the sampling matrices for this program in terms of *raw numbers of cases*. One goal of the stratified random sampling effort was to ensure that the *sample* matrix (the blue table below) was populated with at least one completed interview in each cell; and better, with two or more interviews. Another goal was to ensure that each row and column of the sampling matrix contained a subtotal of at least five completed interviews, the minimum number the research team deemed to be required in order to conduct statistical significance tests on differences between results of the different variables being examined: advice-only versus brief services; telephone -based versus in-person service; and legal problem type.

**The sample had good numbers of completed interviews for three out of the five rows of the sampling matrix.** “Predatory Lending Practices,” “Collection” and the pooled category, “All Other Problem Types” were represented by more than five completed interviews each. The sample contained fewer than five interviews for each of the other two legal problem types sampled – “Public Utilities” and “Private Landlord/Tenant.” Accordingly, comparisons of results would be less likely to reveal statistically significant differences between results for those legal problem types versus results for other legal problem types.

**The sample had good numbers of cases in the columns reflecting significant elements of the program’s caseload.** The low number of sampled cases in the two “Phone” columns did not present a problem for the Client Survey inasmuch as the program does not operate a telephone-based intake and legal assistance system.<sup>8</sup>

**Exhibit CLS-2: Community Legal Services**  
**Sampling Matrices – NUMBERS OF CASES**  
*Population (Pink) versus Sample (Blue)*

POPULATION: All Cases Closed During Sampling Period, by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Predatory Lending Practices (Other than Mortgages)	279	63	7	3	352
Public Utilities	158	170	4	9	341
Private Landlord/Tenant	291	32	4	1	328
Collection Incl. Repossession/ Deficiency/Garnishment	129	36	1	0	166
Subtotal - Top Four Problem Types	857	301	16	13	1,187
All Other Problem Types	778	264	42	18	1,102
Total	1,635	565	58	31	2,289

SAMPLE: Cases of Clients Interviewed in Survey by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Predatory Lending Practices (Other than Mortgages)	4	2	0	0	6
Public Utilities	3	0	0	0	3
Private Landlord/Tenant	2	1	0	0	3
Collection Incl. Repossession/ Deficiency/Garnishment	5	4	0	0	9
Subtotal - Top Four Problem Types	14	7	0	0	21
All Other Problem Types	3	2	0	0	5
Total	17	9	0	0	26

<sup>8</sup> The cases in the “phone” columns of the “population” table above likely reflect cases for which intake was done through a program office but most of the advocates’ contact with clients occurred by telephone.

## b. Legal Aid of Southeastern Pennsylvania (LASP)

The table below compares the distribution of the completed interviews with that of the population of cases handled by the program on three sets of demographic characteristics (sex, age and race) and on legal problem type. As indicated in the table, the sample matched the population within a few percentage points on the following variables:

- **Sex**
- **Age**
- **Race**
- **Legal Problem** other than those noted below

Disparities between the sample and population were noted for the following variables:

- **Legal Problem**
  - Custody/Visitation: The sample contained a slightly *lower* percentage than the population (20 versus 28 percent).
  - Private Landlord/Tenant: The sample contained a slightly *higher* percentage than the population (18 versus 11 percent).

**Exhibit LASP-1: Legal Aid of Southeastern Pennsylvania**  
*Comparison of the Client Survey Sample with the Population of Cases  
 Handled During the Sampling Period, July 1 through December 15, 2011*

Characteristics	SAMPLE: Clients Interviewed in Survey		POPULATION: All Clients Served During Sampling Period	
	Number	Percent	Number	Percent
<b>Sex</b>				
Male	16	32%	522	27%
Female	34	68%	1,437	73%
Unknown		0%	-	0%
<b>Total</b>	<b>50</b>	<b>100%</b>	<b>1,959</b>	<b>100%</b>
<b>Age</b>				
Under 18	0	0%	24	1%
18-59	42	84%	1,694	86%
Over 60	8	16%	241	12%
<b>Total</b>	<b>50</b>	<b>100%</b>	<b>1,959</b>	<b>100%</b>
<b>Race</b>				
White	26	52%	1,036	53%
African American	21	42%	774	40%
Hispanic	1	2%	83	4%
Native American	0	0%	2	0%
Asian/Pacific Islander	0	0%	19	1%
Other	2	4%	45	2%
<b>Total</b>	<b>50</b>	<b>100%</b>	<b>1,959</b>	<b>100%</b>
<b>Legal Problems: Top Four and All Other</b>				
Family Custody/Visitation	10	20%	553	28%
Housing Private Landlord/Tenant	9	18%	216	11%
Consumer Bankruptcy/Debtor Relief	5	10%	203	10%
Income Maintenance Unemployment Compensation	5	10%	136	7%
<b>Sum of Top Four Problems</b>	<b>29</b>	<b>58%</b>	<b>1,108</b>	<b>57%</b>
<b>All Other</b>	<b>21</b>	<b>42%</b>	<b>851</b>	<b>43%</b>
<b>Total</b>	<b>50</b>	<b>100%</b>	<b>1,959</b>	<b>100%</b>

The tables below display the sampling matrices for this program in terms of *raw numbers of cases*. One goal of the stratified random sampling effort was to ensure that the *sample* matrix (the blue table below) was populated with at least one completed interview in each cell; and better, with two or more interviews. Another goal was to ensure that each row and column of the sampling matrix contained a subtotal of at least five completed interviews, the minimum number the research team deemed to be required in order to conduct statistical significance tests on differences between results of the different variables being examined: advice-only versus brief services; telephone -based versus in-person service; and legal problem type.

**The sample had good numbers of completed interviews in all rows of the sampling matrix.** All legal problem types were represented by at least five completed interviews.

**The sample had good numbers of completed interviews in all columns of the sampling matrix except “Phone/Brief Service.”** The low number of sampled cases in that column (4) did not present a problem for the Client Survey inasmuch as the program’s population of cases contained very few of those cases as well (24 out of a total of 1,959 cases during the sampling period – approximately 1 percent).

**Exhibit LASP-2: Legal Aid of Southeastern Pennsylvania**  
*Sampling Matrices – NUMBERS OF CASES*  
*Population (Pink) versus Sample (Blue)*

<b>POPULATION: All Cases Closed During Sampling Period, by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Custody/Visitation	417	68	67	1	553
Private Landlord/Tenant	165	17	34	0	216
Bankruptcy/Debtor Relief	159	4	40	0	203
Unemployment Compensation	94	19	21	2	136
<i>Subtotal - Top Four Problem Types</i>	<i>835</i>	<i>108</i>	<i>162</i>	<i>3</i>	<i>1,108</i>
All Other Problem Types	475	161	194	21	851
<b>Total</b>	<b>1,310</b>	<b>269</b>	<b>356</b>	<b>24</b>	<b>1,959</b>

<b>SAMPLE: Cases of Clients Interviewed in Survey by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Custody/Visitation	3	5	2	0	10
Private Landlord/Tenant	5	2	2	0	9
Bankruptcy/Debtor Relief	2	0	3	0	5
Unemployment Compensation	3	1	1	0	5
<i>Subtotal - Top Four Problem Types</i>	<i>13</i>	<i>8</i>	<i>8</i>	<i>0</i>	<i>29</i>
All Other Problem Types	6	7	4	4	21
<b>Total</b>	<b>19</b>	<b>15</b>	<b>12</b>	<b>4</b>	<b>50</b>

### c. Laurel Legal Services (LLS)

The table on the next page compares the distribution of the completed interviews with that of the population of cases handled by the program on three sets of demographic characteristics (sex, age and race) and on legal problem type. As indicated in the table, the sample matched the population within a few percentage points on the following variables:

- **Sex**
- **Race**
- **Legal Problem** other than those noted below

Disparities between the sample and population were noted for the following variables:

- **Age**
  - Under 18: The sample contained a *higher* percentage than the population (8 versus 2 percent).
  - 18-59: The sample contained a *lower* percentage than the population (73 versus 90 percent).
  - Over 60: The sample contained a *higher* percentage than the population (19 versus 8 percent).
- **Legal Problem**
  - Private Landlord/Tenant: The sample contained a slightly *lower* percentage of cases than the population (12 versus 19 percent).
  - Collection: The sample contained a slightly *higher* percentage of cases than the population (15 versus 9 percent).

**Exhibit LLS-1: Laurel Legal Services**  
***Comparison of the Client Survey Sample with the Population of Cases  
Handled During the Sampling Period, July 1 through December 15, 2011***

Characteristics		SAMPLE: Clients Interviewed in Survey		POPULATION: All Clients Served During Sampling Period	
		Number	Percent	Number	Percent
Sex					
Male		6	23%	142	29%
Female		20	77%	349	71%
Unknown			0%	-	0%
Total		26	100%	491	100%
Age					
Under 18		2	8%	12	2%
18-59		19	73%	441	90%
Over 60		5	19%	38	8%
Total		26	100%	491	100%
Race					
White		22	85%	440	90%
African American		3	12%	47	10%
Hispanic		1	4%	2	0%
Native American		0	0%	1	0%
Asian/Pacific Islander		0	0%	-	0%
Other		0	0%	1	0%
Total		26	100%	491	100%
Legal Problems: Top Four and All Other					
Family	Custody/Visitation	8	31%	165	34%
Housing	Private Landlord/Tenant	3	12%	92	19%
Consumer	Collection Incl. Repossession/Deficiency/Garnishment	4	15%	42	9%
Income Maintenance	Unemployment Compensation	1	4%	32	7%
Sum of Top Four Problems		16	62%	331	67%
All Other		10	38%	160	33%
Total		26	100%	491	100%

The tables below display the sampling matrices for this program in terms of *raw numbers of cases*. One goal of the stratified random sampling effort was to ensure that the *sample* matrix (the blue table below) was populated with at least one completed interview in each cell; and better, with two or more interviews. Another goal was to ensure that each row and column of the sampling matrix contained a subtotal of at least five completed interviews, the minimum number the research team deemed to be required in order to conduct statistical significance tests on differences between results of the different variables being examined: advice-only versus brief services; telephone -based versus in-person service; and legal problem type.

**The sample had good numbers of completed interviews for two out of the five rows of the sampling matrix.** “Custody/Visitation” and the pooled category, “All Other Problem Types” were represented by more than five completed interviews each. The sample contained fewer than five interviews for each of the other three legal problem types sampled – “Private Landlord/Tenant,” “Collection,” and “Unemployment Compensation.” Accordingly, comparisons of results would be less likely to reveal statistically significant differences for those legal problem types.

**The sample had good numbers of cases in the columns reflecting significant elements of the program’s caseload.** The low number of sampled cases in the “Phone/Brief Service” column did not present a problem for the Client Survey inasmuch as only 1 percent of the program’s population of cases during the sampling period was served using that model.

**Exhibit LLS-2: Laurel Legal Services**  
**Sampling Matrices – NUMBERS OF CASES**  
*Population (Pink) versus Sample (Blue)*

<b>POPULATION: All Cases Closed During Sampling Period, by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Custody/Visitation	24	41	98	2	165
Private Landlord/Tenant	8	1	82	1	92
Collection Incl. Repossession/ Deficiency/Garnishment	7	2	32	1	42
Unemployment Compensation	8	2	22	0	32
<i>Subtotal - Top Four Problem Types</i>	47	46	234	4	331
All Other Problem Types	32	25	102	1	160
<b>Total</b>	<b>79</b>	<b>71</b>	<b>336</b>	<b>5</b>	<b>491</b>

<b>SAMPLE: Cases of Clients Interviewed in Survey by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Custody/Visitation	3	1	3	1	8
Private Landlord/Tenant	0	0	3	0	3
Collection Incl. Repossession/ Deficiency/Garnishment	2	1	1	0	4
Unemployment Compensation	0	1	0	0	1
<i>Subtotal - Top Four Problem Types</i>	5	3	7	1	16
All Other Problem Types	5	2	3	0	10
<b>Total</b>	<b>10</b>	<b>5</b>	<b>10</b>	<b>1</b>	<b>26</b>

#### **d. MidPenn Legal Services (MPLS)**

The table on the next page compares the distribution of the completed interviews with that of the population of cases handled by the program on three sets of demographic characteristics (sex, age and race) and on legal problem type. As indicated in the table, the sample matched the population within a few percentage points on the following variables:

- **Age**
- **Race**

Disparities between the sample and population were noted for the following variables:

- **Sex**
  - Male: The sample contained a *higher* percentage than the population (48 versus 30 percent).
  - Female: The sample contained a *lower* percentage than the population (52 versus 70 percent).
- **Legal Problem**
  - Private Landlord/Tenant: The sample contained a slightly *lower* percentage of cases than the population (22 versus 33 percent).
  - Custody/Visitation: The sample contained a slightly *lower* percentage than the population (11 versus 19 percent).
  - Unemployment Compensation: The sample contained a *higher* percentage than the population (22 versus 5 percent).

**Exhibit MPLS-1: MidPenn Legal Services**  
***Comparison of the Client Survey Sample with the Population of Cases  
Handled During the Sampling Period, July 1 through December 15, 2011***

Characteristics		SAMPLE: Clients Interviewed in Survey		POPULATION: All Clients Served During Sampling Period	
		Number	Percent	Number	Percent
Sex					
Male		13	48%	672	30%
Female		14	52%	1,548	70%
Unknown			0%	-	0%
Total		27	100%	2,220	100%
Age					
Under 18		1	4%	23	1%
18-59		24	89%	1,971	89%
Over 60		2	7%	226	10%
Total		27	100%	2,220	100%
Race					
White		18	67%	1,519	68%
African American		3	11%	287	13%
Hispanic		6	22%	358	16%
Native American		0	0%	9	0%
Asian/Pacific Islander		0	0%	11	0%
Other		0	0%	36	2%
Total		27	100%	2,220	100%
Legal Problems: Top Four and All Other					
Housing	Private Landlord/Tenant	6	22%	722	33%
Family	Custody/Visitation	3	11%	426	19%
Consumer	Collection Incl. Repossession/Deficiency/Garnishment	4	15%	212	10%
Income Maintenance	Unemployment Compensation	6	22%	117	5%
Sum of Top Four Problems		19	70%	1,477	67%
All Other		8	30%	743	33%
Total		27	100%	2,220	100%

The tables below display the sampling matrices for this program in terms of *raw numbers of cases*. One goal of the stratified random sampling effort was to ensure that the *sample* matrix (the blue table below) was populated with at least one completed interview in each cell; and better, with two or more interviews. Another goal was to ensure that each row and column of the sampling matrix contained a subtotal of at least five completed interviews, the minimum number the research team deemed to be required in order to conduct statistical significance tests on differences between results of the different variables being examined: advice-only versus brief services; telephone -based versus in-person service; and legal problem type.

**The sample had good numbers of completed interviews for three out of the five rows of the sampling matrix.** “Private Landlord/Tenant,” “Unemployment Compensation,” and the pooled category, “All Other Problem Types” were represented by more than five completed interviews each. The sample contained fewer than five interviews for each of the other two legal problem types sampled – “Custody/Visitation” and “Collection.” Accordingly, comparisons of results would be less likely to reveal statistically significant differences for those legal problem types.

**The sample had good numbers of cases in the columns reflecting significant elements of the program’s caseload.** The low number of sampled cases in the “Phone/Brief Service” column did not present a problem for the Client Survey inasmuch as only 1 percent of the program’s population of cases during the sampling period was served using that model.

**Exhibit MPLS-2: MidPenn Legal Services**  
**Sampling Matrices – NUMBERS OF CASES**  
*Population (Pink) versus Sample (Blue)*

<b>POPULATION: All Cases Closed During Sampling Period, by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Private Landlord/Tenant	316	101	295	10	722
Custody/Visitation	168	91	164	3	426
Collection Incl. Repossession/ Deficiency/Garnishment	92	14	105	1	212
Unemployment Compensation	81	7	29	0	117
<i>Subtotal - Top Four Problem Types</i>	<i>657</i>	<i>213</i>	<i>593</i>	<i>14</i>	<i>1,477</i>
All Other Problem Types	317	202	211	13	743
<b>Total</b>	<b>974</b>	<b>415</b>	<b>804</b>	<b>27</b>	<b>2,220</b>

<b>SAMPLE: Cases of Clients Interviewed in Survey by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Private Landlord/Tenant	2	2	2	0	6
Custody/Visitation	1	1	1	0	3
Collection Incl. Repossession/ Deficiency/Garnishment	2	2	0	0	4
Unemployment Compensation	3	2	1	0	6
<i>Subtotal - Top Four Problem Types</i>	<i>8</i>	<i>7</i>	<i>4</i>	<i>0</i>	<i>19</i>
All Other Problem Types	3	2	3	0	8
<b>Total</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>0</b>	<b>27</b>

### e. Neighborhood Legal Services Association (NLSA)

The table on the next page compares the distribution of the completed interviews with that of the population of cases handled by the program on three sets of demographic characteristics (sex, age and race) and on legal problem type. As indicated in the table, the sample matched the population within a few percentage points on the following variables:

- **Age**
- **Legal Problem** other than those noted below

Disparities between the sample and population were noted for the following variables:

- **Sex**
  - Male: The sample contained a *higher* percentage than the population (42 versus 28 percent).
  - Female: The sample contained a *lower* percentage than the population (58 versus 72 percent).
- **Race**
  - White: The sample contained a *lower* percentage than the population (44 versus 60 percent).
  - African American: The sample contained a *higher* percentage than the population (56 versus 38 percent).
- **Legal Problem**
  - Federally Subsidized Housing: The sample contained a *higher* percentage than the population (24 versus 9 percent).
  - All Other Legal Problems: The sample contained a *lower* percentage than the population (29 versus 41 percent).
  - Legal problems other than the Top Four: The sample contained a *lower* percentage than the population (29 versus 41 percent).

**Exhibit NLSA-1: Neighborhood Legal Services Association**  
**Comparison of the Client Survey Sample with the Population of Cases**  
**Handled During the Sampling Period, July 1 through December 15, 2011**

Characteristics		SAMPLE: Clients Interviewed in Survey		POPULATION: All Clients Served During Sampling Period	
		Number	Percent	Number	Percent
Sex					
Male		23	42%	667	28%
Female		32	58%	1,753	72%
Unknown			0%	2	0%
Total		55	100%	2,422	100%
Age					
Under 18		3	5%	26	1%
18-59		49	89%	2,231	92%
Over 60		3	5%	165	7%
Total		55	100%	2,422	100%
Race					
White		24	44%	1,447	60%
African American		31	56%	916	38%
Hispanic		0	0%	14	1%
Native American		0	0%	4	0%
Asian/Pacific Islander		0	0%	7	0%
Other		0	0%	34	1%
Total		55	100%	2,422	100%
Legal Problems: Top Four and All Other					
Housing	Private Landlord/Tenant	13	24%	567	23%
Family	Custody/Visitation	8	15%	455	19%
Housing	Federally Subsidized Housing	13	24%	226	9%
Family	Divorce/Separation/Annulment	5	9%	174	7%
Sum of Top Four Problems		39	71%	1,422	59%
All Other		16	29%	1,000	41%
Total		55	100%	2,422	100%

The tables below display the sampling matrices for this program in terms of *raw numbers of cases*. One goal of the stratified random sampling effort was to ensure that the *sample* matrix (the blue table below) was populated with at least one completed interview in each cell; and better, with two or more interviews. Another goal was to ensure that each row and column of the sampling matrix contained a subtotal of at least five completed interviews, the minimum number the research team deemed to be required in order to conduct statistical significance tests on differences between results of the different variables being examined: advice-only versus brief services; telephone -based versus in-person service; and legal problem type.

**The sample had good numbers of completed interviews for all five rows of the sampling matrix.** There were five or more cases in each row. Accordingly, comparisons of results would be more likely to reveal statistically significant differences between those legal problem types than if significant gaps in legal problems types had existed.

**The sample had good numbers of completed interviews in all columns of the sampling matrix.** The sample accordingly provided a good representation of the program's caseload in terms of phone-based versus in-person service delivery and advice-only versus brief service.

**Exhibit NLSA-2: Neighborhood Legal Services Association**  
**Sampling Matrices – NUMBERS OF CASES**  
*Population (Pink) versus Sample (Blue)*

<b>POPULATION: All Cases Closed During Sampling Period, by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Private Landlord/Tenant	34	20	456	57	567
Custody/Visitation	83	57	311	4	455
Federally Subsidized Housing	22	20	148	36	226
Divorce/Separation/Annulment	32	1	140	1	174
<i>Subtotal - Top Four Problem Types</i>	171	98	1,055	98	1,422
<b>All Other Problem Types</b>	146	112	668	74	1,000
<b>Total</b>	<b>317</b>	<b>210</b>	<b>1,723</b>	<b>172</b>	<b>2,422</b>

<b>SAMPLE: Cases of Clients Interviewed in Survey by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Private Landlord/Tenant	3	6	2	2	13
Custody/Visitation	2	0	2	4	8
Federally Subsidized Housing	5	4	1	3	13
Divorce/Separation/Annulment	2	1	2	0	5
<i>Subtotal - Top Four Problem Types</i>	12	11	7	9	39
<b>All Other Problem Types</b>	2	6	5	3	16
<b>Total</b>	<b>14</b>	<b>17</b>	<b>12</b>	<b>12</b>	<b>55</b>

## f. Northwestern Legal Services (NWLS)

The table below compares the distribution of the completed interviews with that of the population of cases handled by the program on three sets of demographic characteristics (sex, age and race) and on legal problem type. As indicated in the table, the sample matched the population within a few percentage points on the following variables:

- **Sex**
- **Age**
- **Race**

Disparities between the sample and population were noted for the following variables:

- **Legal Problem**
  - Private Landlord/Tenant: The sample contained a slightly *lower* percentage of cases than the population (16 versus 25 percent).
  - Collection: The sample contained a *lower* percentage of cases than the population (3 versus 14 percent).
  - Legal problems other than the Top Four: The sample contained a *higher* percentage than the population (52 versus 34 percent).

**Exhibit NWLS-1: Northwestern Legal Services**  
*Comparison of the Client Survey Sample with the Population of Cases  
 Handled During the Sampling Period, July 1 through December 15, 2011*

Characteristics		SAMPLE: Clients Interviewed in Survey		POPULATION: All Clients Served During Sampling Period	
		Number	Percent	Number	Percent
Sex					
	Male	15	26%	381	29%
	Female	43	74%	934	71%
	Unknown		0%	-	0%
	Total	58	100%	1,315	100%
Age					
	Under 18	0	0%	28	2%
	18-59	54	93%	1,166	89%
	Over 60	4	7%	121	9%
	Total	58	100%	1,315	100%
Race					
	White	52	90%	1,147	87%
	African American	6	10%	147	11%
	Hispanic	0	0%	16	1%
	Native American	0	0%	-	0%
	Asian/Pacific Islander	0	0%	-	0%
	Other	0	0%	5	0%
	Total	58	100%	1,315	100%
Legal Problems: Top Four and All Other					
Housing	Private Landlord/Tenant	9	16%	324	25%
Family	Custody/Visitation	11	19%	288	22%
Consumer	Collection Incl. Repossession/Deficiency/Garnishment	2	3%	182	14%
Consumer	Collection Practices/Creditor Harassment	6	10%	68	5%
Sum of Top Four Problems		28	48%	862	66%
All Other		30	52%	453	34%
Total		58	100%	1,315	100%

The tables below display the sampling matrices for this program in terms of *raw numbers of cases*. One goal of the stratified random sampling effort was to ensure that the *sample* matrix (the blue table below) was populated with at least one completed interview in each cell; and better, with two or more interviews. Another goal was to ensure that each row and column of the sampling matrix contained a subtotal of at least five completed interviews, the minimum number the research team deemed to be required in order to conduct statistical significance tests on differences between results of the different variables being examined: advice-only versus brief services; telephone -based versus in-person service; and legal problem type.

**The sample had good numbers of completed interviews for four out of the five rows of the sampling matrix.** The sample contained fewer than five interviews for “Collection/Creditor Harassment.” Accordingly, comparisons of results would be less likely to reveal statistically significant differences between results for that legal problem type versus results for other legal problem types.

**The sample had good numbers of completed interviews in all columns of the sampling matrix.** The sample accordingly provided a good representation of the program’s caseload in terms of phone-based versus in-person service delivery and advice-only versus brief service.

**Exhibit NWLS-2: Northwestern Legal Services**  
**Sampling Matrices – NUMBERS OF CASES**  
*Population (Pink) versus Sample (Blue)*

<b>POPULATION: All Cases Closed During Sampling Period, by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Private Landlord/Tenant	5	8	267	44	324
Custody/Visitation	65	83	126	14	288
Collection Incl. Repossession/ Deficiency/Garnishment	5	3	142	32	182
Collection Practices/ Creditor Harassment	0	1	11	56	68
<i>Subtotal - Top Four Problem Types</i>	75	95	546	146	862
<i>All Other Problem Types</i>	116	91	216	30	453
<b>Total</b>	<b>191</b>	<b>186</b>	<b>762</b>	<b>176</b>	<b>1,315</b>

<b>SAMPLE: Cases of Clients Interviewed in Survey by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Private Landlord/Tenant	0	2	4	3	9
Custody/Visitation	3	2	3	3	11
Collection Incl. Repossession/ Deficiency/Garnishment	0	0	1	1	2
Collection Practices/ Creditor Harassment	0	0	3	3	6
<i>Subtotal - Top Four Problem Types</i>	3	4	11	10	28
<i>All Other Problem Types</i>	10	8	6	6	30
<b>Total</b>	<b>13</b>	<b>12</b>	<b>17</b>	<b>16</b>	<b>58</b>

### g. North Penn Legal Services (NPLS)

The table below compares the distribution of the completed interviews with that of the population of cases handled by the program on three sets of demographic characteristics (sex, age and race) and on legal problem type. As indicated in the table, the sample matched the population within a few percentage points on the following variables:

- **Sex**
- **Age**
- **Race**
- **Legal Problem** other than those noted below

Disparities between the sample and population were noted for the following variables:

- **Legal Problem**
  - Private Landlord/Tenant: The sample contained a *lower* percentage of cases than the population (15 versus 28 percent).
  - Mortgage Foreclosures Other Than predatory Lending/Practices: The sample contained a *higher* percentage of cases than the population (13 versus 5 percent).

#### Exhibit NPLS-1: North Penn Legal Services

##### *Comparison of the Client Survey Sample with the Population of Cases Handled During the Sampling Period, July 1 through December 15, 2011*

Characteristics		SAMPLE: Clients Interviewed in Survey		POPULATION: All Clients Served During Sampling Period	
		Number	Percent	Number	Percent
<b>Sex</b>					
Male		18	33%	647	31%
Female		36	67%	1,432	69%
Unknown			0%	6	0%
<b>Total</b>		<b>54</b>	<b>100%</b>	<b>2,085</b>	<b>100%</b>
<b>Age</b>					
Under 18		2	4%	26	1%
18-59		43	80%	1,794	86%
Over 60		9	17%	265	13%
<b>Total</b>		<b>54</b>	<b>100%</b>	<b>2,085</b>	<b>100%</b>
<b>Race</b>					
White		40	74%	1,514	73%
African American		5	9%	245	12%
Hispanic		6	11%	230	11%
Native American		0	0%	11	1%
Asian/Pacific Islander		0	0%	8	0%
Other		3	6%	77	4%
<b>Total</b>		<b>54</b>	<b>100%</b>	<b>2,085</b>	<b>100%</b>
<b>Legal Problems: Top Four and All Other</b>					
Housing	Private Landlord/Tenant	8	15%	585	28%
Family	Custody/Visitation	10	19%	408	20%
Consumer	Collection Incl.	7	13%	221	11%
	Repossession/Deficiency/Garnishment				
Housing	Mortgage Foreclosures Other than Predatory Lending/Practices	7	13%	95	5%
<b>Sum of Top Four Problems</b>		<b>32</b>	<b>59%</b>	<b>1,309</b>	<b>63%</b>
<b>All Other</b>		<b>22</b>	<b>41%</b>	<b>776</b>	<b>37%</b>
<b>Total</b>		<b>54</b>	<b>100%</b>	<b>2,085</b>	<b>100%</b>

The tables below display the sampling matrices for this program in terms of *raw numbers of cases*. One goal of the stratified random sampling effort was to ensure that the *sample* matrix (the blue table below) was populated with at least one completed interview in each cell; and better, with two or more interviews. Another goal was to ensure that each row and column of the sampling matrix contained a subtotal of at least five completed interviews, the minimum number the research team deemed to be required in order to conduct statistical significance tests on differences between results of the different variables being examined: advice-only versus brief services; telephone -based versus in-person service; and legal problem type.

**The sample had good numbers of completed interviews for all five rows of the sampling matrix.** There were five or more cases in each row. Accordingly, comparisons of results would be more likely to reveal statistically significant differences between those legal problem types than if significant gaps in legal problems types had existed.

**The sample had good numbers of completed interviews in all columns of the sampling matrix.** The sample accordingly provided a good representation of the program's caseload in terms of phone-based versus in-person service delivery and advice-only versus brief service.

**Exhibit NPLS-2: North Penn Legal Services**  
**Sampling Matrices – NUMBERS OF CASES**  
*Population (Pink) versus Sample (Blue)*

<b>POPULATION: All Cases Closed During Sampling Period, by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Private Landlord/Tenant	58	57	404	66	585
Custody/Visitation	56	46	268	38	408
Collection Incl. Repossession/ Deficiency/Garnishment	31	56	112	22	221
Mortgage Foreclosures Other than Predatory Lending/Practices	13	31	43	8	95
<i>Subtotal - Top Four Problem Types</i>	<i>158</i>	<i>190</i>	<i>827</i>	<i>134</i>	<i>1,309</i>
<i>All Other Problem Types</i>	<i>124</i>	<i>164</i>	<i>421</i>	<i>67</i>	<i>776</i>
<b>Total</b>	<b>282</b>	<b>354</b>	<b>1,248</b>	<b>201</b>	<b>2,085</b>

<b>SAMPLE: Cases of Clients Interviewed in Survey by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Private Landlord/Tenant	3	3	2	0	8
Custody/Visitation	2	4	1	3	10
Collection Incl. Repossession/ Deficiency/Garnishment	4	0	2	1	7
Mortgage Foreclosures Other than Predatory Lending/Practices	1	1	5	0	7
<i>Subtotal - Top Four Problem Types</i>	<i>10</i>	<i>8</i>	<i>10</i>	<i>4</i>	<i>32</i>
<i>All Other Problem Types</i>	<i>4</i>	<i>6</i>	<i>7</i>	<i>5</i>	<i>22</i>
<b>Total</b>	<b>14</b>	<b>14</b>	<b>17</b>	<b>9</b>	<b>54</b>

## h. Pennsylvania Health Law Project (PHLP)

The table below compares the distribution of the completed interviews with that of the population of cases handled by the program on three sets of demographic characteristics (sex, age and race) and on legal problem type. As indicated in the table, the sample matched the population within a few percentage points on the following variables:

- **Sex**
- **Age**
- **Legal Problem** other than those noted below

Disparities between the sample and population were noted for the following variables:

- **Race:**
  - White: The sample contained a *lower* percentage than the population (54 versus 70 percent).
  - African American: The sample contained a *higher* percentage than the population (39 versus 23 percent).
- **Legal Problem**
  - Medicaid: The sample contained a *lower* percentage of cases than the population (79 versus 93 percent).
  - Other Health: The sample contained a *higher* percentage of cases than the population (11 versus 1 percent).

**Exhibit PHLP-1: Pennsylvania Health Law Project**  
*Comparison of the Client Survey Sample with the Population of Cases  
 Handled During the Sampling Period, July 1 through December 15, 2011*

Characteristics	SAMPLE: Clients Interviewed in Survey		POPULATION: All Clients Served During Sampling Period	
	Number	Percent	Number	Percent
<b>Sex</b>				
Male	10	36%	190	39%
Female	17	61%	283	58%
Unknown	1	4%	12	2%
<b>Total</b>	<b>28</b>	<b>100%</b>	<b>485</b>	<b>100%</b>
<b>Age</b>				
Under 18	2	7%	35	7%
18-59	17	61%	317	65%
Over 60	9	32%	133	27%
<b>Total</b>	<b>28</b>	<b>100%</b>	<b>485</b>	<b>100%</b>
<b>Race</b>				
White	15	54%	339	70%
African American	11	39%	113	23%
Hispanic	1	4%	11	2%
Native American	0	0%	-	0%
Asian/Pacific Islander	0	0%	9	2%
Other	1	4%	13	3%
<b>Total</b>	<b>28</b>	<b>100%</b>	<b>485</b>	<b>100%</b>
<b>Legal Problems: Top Four and All Other</b>				
Health Medicaid	22	79%	451	93%
Health Home and Community Based Care	2	7%	12	2%
Health Medicare	1	4%	9	2%
Health Other Health	3	11%	7	1%
<b>Sum of Top Four Problems</b>	<b>28</b>	<b>100%</b>	<b>479</b>	<b>99%</b>
<b>All Other</b>	<b>0</b>	<b>0%</b>	<b>6</b>	<b>1%</b>
<b>Total</b>	<b>28</b>	<b>100%</b>	<b>485</b>	<b>100%</b>

The tables below display the sampling matrices for this program in terms of *raw numbers of cases*. One goal of the stratified random sampling effort was to ensure that the *sample* matrix (the blue table below) was populated with at least one completed interview in each cell; and better, with two or more interviews. Another goal was to ensure that each row and column of the sampling matrix contained a subtotal of at least five completed interviews, the minimum number the research team deemed to be required in order to conduct statistical significance tests on differences between results of the different variables being examined: advice-only versus brief services; telephone -based versus in-person service; and legal problem type.

**The sample had good numbers of completed interviews for the most important row of the sampling matrix.** The sample consisted mainly of “Medicaid” cases, which (at 93 percent) overwhelmingly constitutes the bulk of the program’s caseload for low-income clients. (The program also serves people at higher income levels using funds from sources other than PLAN or IOLTA. Those cases are not reflected in the population figures indicated below.)

The fact that the sample contained fewer than five interviews for each of the other legal problem types did not present a problem for the Client Survey inasmuch as those problem types constitute less than one percent of the program’s population of cases for low-income clients.

**The sample had good numbers of cases in the columns reflecting significant elements of the program’s caseload.** The low number of sampled cases in the “In-Person/Brief Service” column did not present a problem for the Client Survey inasmuch as very few of the program’s population of cases during the sampling period were provided with in-person brief services.

**Exhibit PHLP-2: Pennsylvania Health Law Project**  
*Sampling Matrices – NUMBERS OF CASES*  
*Population (Pink) versus Sample (Blue)*

<b>POPULATION: All Cases Closed During Sampling Period, by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Medicaid	37	14	245	155	451
Home and Community Based Care	1	0	2	9	12
Medicare	2	0	4	3	9
Other Health	0	1	5	1	7
<i>Subtotal - Top Four Problem Types</i>	40	15	256	168	479
All Other Problem Types	0	0	5	1	6
<b>Total</b>	<b>40</b>	<b>15</b>	<b>261</b>	<b>169</b>	<b>485</b>

<b>SAMPLE: Cases of Clients Interviewed in Survey by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Medicaid	5	2	10	5	22
Home and Community Based Care	0	0	0	2	2
Medicare	1	0	0	0	1
Other Health	0	0	2	1	3
<i>Subtotal - Top Four Problem Types</i>	6	2	12	8	28
All Other Problem Types	0	0	0	0	0
<b>Total</b>	<b>6</b>	<b>2</b>	<b>12</b>	<b>8</b>	<b>28</b>

## i. Philadelphia Legal Assistance (PLA)

The table on the next page compares the distribution of the completed interviews with that of the population of cases handled by the program on three sets of demographic characteristics (sex, age and race) and on legal problem type. As indicated in the table, the sample matched the population within a few percentage points on the following variables:

- **Age**
- **Race**
- **Legal Problem** other than those noted below

Disparities between the sample and population were noted for the following variables:

- **Sex**
  - Male: The sample contained a slightly *higher* percentage than the population (44 versus 35 percent).
  - Female: The sample contained a slightly *lower* percentage than the population (56 versus 65 percent).
- **Legal Problem**
  - Mortgage Foreclosures Other Than predatory Lending/Practices: The sample contained a *lower* percentage of cases than the population (14 versus 42 percent).
  - Custody/Visitation: The sample contained a slightly *higher* percentage than the population (18 versus 10 percent).
  - Unemployment Compensation: The sample contained a *higher* percentage than the population (24 versus 7 percent).

**Exhibit PLA-1: Philadelphia Legal Assistance**  
**Comparison of the Client Survey Sample with the Population of Cases**  
**Handled During the Sampling Period, July 1 through December 15, 2011**

Characteristics		SAMPLE: Clients Interviewed in Survey		POPULATION: All Clients Served During Sampling Period	
		Number	Percent	Number	Percent
Sex					
Male		22	44%	1,447	35%
Female		28	56%	2,685	65%
Unknown			0%	1	0%
Total		50	100%	4,133	100%
Age					
Under 18		0	0%	26	1%
18-59		41	82%	3,490	84%
Over 60		9	18%	617	15%
Total		50	100%	4,133	100%
Race					
White		11	22%	819	20%
African American		32	64%	2,578	62%
Hispanic		6	12%	395	10%
Native American		0	0%	3	0%
Asian/Pacific Islander		0	0%	84	2%
Other		1	2%	254	6%
Total		50	100%	4,133	100%
Legal Problems: Top Four and All Other					
Housing	Mortgage Foreclosures (Other than Predatory Lending/Practices)	7	14%	1,728	42%
Housing	Other Housing	9	18%	542	13%
Family	Custody/Visitation	9	18%	410	10%
Income Maintenance	Unemployment Compensation	12	24%	309	7%
Sum of Top Four Problems		37	74%	2,989	72%
All Other		13	26%	1,144	28%
Total		50	100%	4,133	100%

The tables below display the sampling matrices for this program in terms of *raw numbers of cases*. One goal of the stratified random sampling effort was to ensure that the *sample* matrix (the blue table below) was populated with at least one completed interview in each cell; and better, with two or more interviews. Another goal was to ensure that each row and column of the sampling matrix contained a subtotal of at least five completed interviews, the minimum number the research team deemed to be required in order to conduct statistical significance tests on differences between results of the different variables being examined: advice-only versus brief services; telephone -based versus in-person service; and legal problem type.

**The sample had good numbers of completed interviews for all five rows of the sampling matrix.** There were five or more cases in each row. Accordingly, comparisons of results would be more likely to reveal statistically significant differences between those legal problem types than if significant gaps in legal problems types had existed.

**The sample had good numbers of completed interviews in all columns of the sampling matrix.** The sample accordingly provided a good representation of the program's caseload in terms of phone-based versus in-person service delivery and advice-only versus brief service.

**Exhibit PLA-2: Philadelphia Legal Assistance**  
***Sampling Matrices – NUMBERS OF CASES***  
***Population (Pink) versus Sample (Blue)***

<b>POPULATION: All Cases Closed During Sampling Period, by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Mortgage Foreclosures (Other than Predatory Lending/Practices)	130	15	1,422	161	1,728
Other Housing	34	3	452	53	542
Custody/Visitation	38	3	309	60	410
Unemployment Compensation	186	25	83	15	309
<i>Subtotal - Top Four Problem Types</i>	388	46	2,266	289	2,989
All Other Problem Types	416	104	507	117	1,144
<b>Total</b>	<b>804</b>	<b>150</b>	<b>2,773</b>	<b>406</b>	<b>4,133</b>

<b>SAMPLE: Cases of Clients Interviewed in Survey by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Mortgage Foreclosures (Other than Predatory Lending/Practices)	0	2	3	2	7
Other Housing	1	2	3	3	9
Custody/Visitation	3	0	4	2	9
Unemployment Compensation	2	1	5	3	11
<i>Subtotal - Top Four Problem Types</i>	6	5	15	10	36
All Other Problem Types	2	3	2	7	14
<b>Total</b>	<b>8</b>	<b>8</b>	<b>17</b>	<b>17</b>	<b>50</b>

## j. Southwestern Pennsylvania Legal Services (SPLS)

The table on the next page compares the distribution of the completed interviews with that of the population of cases handled by the program on three sets of demographic characteristics (sex, age and race) and on legal problem type. As indicated in the table, the sample matched the population within a few percentage points on the following variables:

- **Sex**
- **Race**
- **Legal Problem** other than those noted below

Disparities between the sample and population were noted for the following variables:

- **Age**
  - 18-59: The sample contained a slightly *lower* percentage than the population (81 versus 91 percent).
  - Over 60: The sample contained a *higher* percentage than the population (19 versus 7 percent).
- **Legal Problem**
  - Other Housing: The sample contained a *lower* percentage of cases than the population (15 versus 48 percent).
  - Private Landlord/Tenant: The sample contained a *higher* percentage of cases than the population (23 versus 14 percent).
  - Legal problems other than the Top Four: The sample contained a *higher* percentage than the population (42 versus 22 percent).

**Exhibit SPLS-1: Southwestern Pennsylvania Legal Services**  
**Comparison of the Client Survey Sample with the Population of Cases**  
**Handled During the Sampling Period, July 1 through December 15, 2011**

Characteristics		SAMPLE: Clients Interviewed in Survey		POPULATION: All Clients Served During Sampling Period	
		Number	Percent	Number	Percent
Sex					
Male		7	27%	120	23%
Female		19	73%	408	77%
Unknown			0%	2	0%
	Total	26	100%	530	100%
Age					
Under 18		0	0%	7	1%
18-59		21	81%	484	91%
Over 60		5	19%	39	7%
	Total	26	100%	530	100%
Race					
White		23	88%	468	88%
African American		2	8%	49	9%
Hispanic		0	0%	2	0%
Native American		0	0%	2	0%
Asian/Pacific Islander		0	0%	1	0%
Other		1	4%	8	2%
	Total	26	100%	530	100%
Legal Problems: Top Four and All Other					
Housing	Other Housing	4	15%	252	48%
Housing	Private Landlord/Tenant	6	23%	73	14%
Employment	Other Employment	3	12%	51	10%
Consumer	Collection Incl. Repossession/Deficiency/Garnishment	2	8%	35	7%
Sum of Top Four Problems		15	58%	411	78%
All Other		11	42%	119	22%
Total		26	100%	530	100%

The tables below display the sampling matrices for this program in terms of *raw numbers of cases*. One goal of the stratified random sampling effort was to ensure that the *sample* matrix (the blue table below) was populated with at least one completed interview in each cell; and better, with two or more interviews. Another goal was to ensure that each row and column of the sampling matrix contained a subtotal of at least five completed interviews, the minimum number the research team deemed to be required in order to conduct statistical significance tests on differences between results of the different variables being examined: advice-only versus brief services; telephone -based versus in-person service; and legal problem type.

**The sample had good numbers of completed interviews for two out of the five rows of the sampling matrix.** “Private Landlord/Tenant” and the pooled category, “All Other Problem Types” were represented by more than five completed interviews each. The sample contained fewer than five interviews for each of the other three legal problem types sampled – “Other Housing,” “Other Employment,” and “Collection.” Accordingly, comparisons of results would be less likely to reveal statistically significant differences between results for those legal problem types versus results for other legal problem types.

**The sample had good numbers of cases in the columns reflecting significant elements of the program’s caseload.** The low number of sampled cases in the “Phone/Brief Service” column did not present a problem for the Client Survey inasmuch as none of the program’s population of cases during the sampling period was served using that model.

**Exhibit SPLS-2: Southwestern Pennsylvania Legal Services**  
**Sampling Matrices – NUMBERS OF CASES**  
*Population (Pink) versus Sample (Blue)*

<b>POPULATION: All Cases Closed During Sampling Period, by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Other Housing	245	2	5	0	252
Private Landlord/Tenant	18	17	38	0	73
Other Employment	46	2	3	0	51
Collection Incl. Repossession/ Deficiency/Garnishment	10	3	22	0	35
<i>Subtotal - Top Four Problem Types</i>	319	24	68	0	411
All Other Problem Types	46	16	57	0	119
<b>Total</b>	<b>365</b>	<b>40</b>	<b>125</b>	<b>0</b>	<b>530</b>

<b>SAMPLE: Cases of Clients Interviewed in Survey by In-Person vs. Phone; Advice vs. Brief Service; and Legal Problem</b>					
Top Four Problems and All Other, By Major Reason	In-Person		Phone		Total
	Advice	Brief Service	Advice	Brief Service	
Other Housing	4	0	0	0	4
Private Landlord/Tenant	1	2	3	0	6
Other Employment	3	0	0	0	3
Collection Incl. Repossession/ Deficiency/Garnishment	0	2	0	0	2
<i>Subtotal - Top Four Problem Types</i>	8	4	3	0	15
All Other Problem Types	1	2	8	0	11
<b>Total</b>	<b>9</b>	<b>6</b>	<b>11</b>	<b>0</b>	<b>26</b>

ATTACHMENT B:

Copy of Interview Questions  
Used in the Client Survey

PA IOLTA: Survey of Legal Aid Clients in PA

Final Version 2/2/12

Please mark which Legal Aid Organization served client.

50. Organization

- |                                                       |                                                         |
|-------------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Community Legal Services     | <input type="checkbox"/> North Penn Legal Services      |
| <input type="checkbox"/> Laurel Legal Services        | <input type="checkbox"/> Northwestern PA Legal Services |
| <input type="checkbox"/> Legal Aid of Southeastern PA | <input type="checkbox"/> PA Health Law Project          |
| <input type="checkbox"/> MidPenn Legal Services       | <input type="checkbox"/> Philadelphia Legal Assistance  |
| <input type="checkbox"/> Neighborhood Legal Services  | <input type="checkbox"/> Southwestern PA Legal Services |

(NOTE TO CALLERS: All "Do Not Read" comments or responses are marked in blue.)

Hello. My name is (NAME) and I am calling for ({Q50}). I am doing an evaluation to see how {Q50} can improve its services. I work for an independent polling organization that is not part of {Q50} or the government. I understand that someone from {Q50} contacted you some time ago and obtained your consent to have me call you. Are you still willing to participate in our survey? **IF NO - If the client seems clear that he/she does NOT want to participate, then thank him/her and terminate. (DO NOT ENTER SURVEY) IF YES - Continue:** We estimate that this survey should take about 15 minutes to complete. I can assure you that your answers will be completely confidential. Even {Q50} will not learn any individual feedback you supply to me. Your decision to participate will NOT affect your ability to receive help from {Q50} in the future. May we begin the survey? **If client indicates this is not a convenient time, try to reschedule. If Yes, continue with survey.**

1. {Q50} indicated that you contacted them for help in (Month/year when file OPENED from call sheet) and they completed their assistance to you in (Month/Year when case was CLOSED from call sheet). Does that sound correct?

☐ Yes

☐ No - (If the client indicates not, then ask when the client received help from the program and write the response here).

If no, indicate other dates:

---

---

---

---

---

I will now ask you some questions about the legal problem for which you contacted {Q50}.

2. Can you tell me briefly about why you contacted {Q50}?

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

**INTERVIEWER:** If the client's answer to Question 2 above seems to fit the Legal Problem indicated on Call Sheet, then ask the following confirming question: "So from what you've told me, am I correct in saying that you were dealing with a (read the Legal Problem from Call Sheet - e.g., "Bankruptcy") problem"

3. According to our records, it is indicated that the reason you contacted {Q50} was [INSERT PROBLEM CATEGORY and TYPE FROM CALL SHEET], is that correct?

☐ Yes (Go to Q4)

☐ No (Go to Q5)

**4. Enter the confirmed Legal Problem Category, Type and Code and go on to question 6**

Enter the confirmed Legal Problem Category here.

---

---

Enter the confirmed Legal Problem Type here.

---

---

Enter the confirmed Legal Problem Code here

---

---

**5. Refer to the list of legal problem categories and pick the detailed Legal Problem that seems to fit the client's answer to Question 2 above. Follow up with a confirming question: "So from what you've told me, am I correct in saying that you were dealing with a (read the category you picked from the list: for example, "Predatory lending") problem?" If necessary, continue probing until you are able to confirm one of the Legal Problem types (e.g. "Bankruptcy"). Enter below the client-agreed code and go on to question 6:**

Enter the confirmed Legal Problem Category here.

---

---

Enter the confirmed Legal Problem Type here.

---

---

Enter the confirmed Legal Problem Code here

---

---

**I will now ask you some questions about how you interacted with {Q50}.**

**6. Which of the following most accurately describes your conversations with the legal advisor who helped you with your problem:**

☐ ENTIRELY BY PHONE. I never met face-to-face with an advocate about my problem.

☐ ENTIRELY FACE-TO-FACE. I never spoke by phone with a legal aid advocate about my problem.

☐ MOSTLY BY PHONE, but I met once or twice with the advocate face-to-face.

☐ *Not sure/Didn't answer*

☐ MOSTLY FACE-TO-FACE, but I spoke once or twice with the advocate by telephone.

☐ Other

*Other - Please describe:*

---

---

---

**7.** How many times in total would you say you spoke with the legal advisor who helped you, both in person and on the phone about your problem?

- |                                      |                                                 |
|--------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Once        | <input type="checkbox"/> 4-10 times             |
| <input type="checkbox"/> Twice       | <input type="checkbox"/> More than 10 times     |
| <input type="checkbox"/> Three times | <input type="checkbox"/> Not sure/Didn't answer |

**8.** Did you get legal help with this problem from someone other than {Q50}?

- |                                                   |                              |
|---------------------------------------------------|------------------------------|
| <input type="checkbox"/> No (Skip to Question 10) | <input type="checkbox"/> Yes |
|---------------------------------------------------|------------------------------|

**49.** Which of ONE of the following helped you most?

- |                                                                                                     |                                                                     |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> A staff person at another free legal services organization, other than Q50 | <input type="checkbox"/> A private attorney who helped me for free. |
| <input type="checkbox"/> A staff person at the court.                                               | <input type="checkbox"/> Not sure/Didn't answer                     |
| <input type="checkbox"/> A private attorney I hired                                                 | <input type="checkbox"/> Other                                      |

If Other, please describe:

---

---

---

---

---

**9.** Did your legal advisor at {Q50} refer you to this source of help?

- |                                                 |
|-------------------------------------------------|
| <input type="checkbox"/> Yes                    |
| <input type="checkbox"/> No                     |
| <input type="checkbox"/> Not sure/Didn't answer |

**10.** Did you ever receive a letter or other written material from {Q50} about your problem?

- |                                                 |
|-------------------------------------------------|
| <input type="checkbox"/> Yes                    |
| <input type="checkbox"/> No                     |
| <input type="checkbox"/> Not sure/Didn't answer |

**11.** Did anyone from {Q50} ever take the initiative to contact you later to see how you were doing or if you needed more help with your problem?

- ☐ Yes
- ☐ No
- ☐ *Not sure/Didn't answer*

Now I'm going to go over with you a list of services provided by {Q50}. For each, I'd like you to indicate whether or not you received that service. If you did, then I'll ask you some follow-up questions about it.

**12.** Did the legal advisor who helped you with your problem give you verbal information and help in understanding the law regarding your problem?

- ☐ Yes (*If Yes, Go to Q13*)
- ☐ No (*Skip to Q14*)
- ☐ *Don't Know (Skip to Q14)*

**13.** How useful was this?

- ☐ Very
- ☐ Somewhat
- ☐ Not at All

**14.** Did the legal advisor who helped you with your problem send you written information?

- ☐ Yes (*If Yes, Go to Q15*)
- ☐ No (*Skip to Q16*)
- ☐ *Don't know (Skip to Q16)*

**15.** How useful was this?

- ☐ Very
- ☐ Somewhat
- ☐ Not at All

**16.** Did the legal advisor who helped you with your problem tell you where you could get more information or additional resources?

- ☐ Yes (If Yes, Go to Q17)
- ☐ No (Skip to Q18)
- ☐ Don't know (Skip to Q18)

**17.** How useful was this?

- ☐ Very
- ☐ Somewhat
- ☐ Not at All

**18.** Did the legal advisor who helped you with your problem give you advice about how to deal with a private party connected with your problem, such as a landlord or someone to whom you may owe money?

- ☐ Yes (If Yes, Go to Q19)
- ☐ No (Skip to Q22)
- ☐ Don't know (Skip to Q22)

**19.** Did you do what that person suggested?

- ☐ Yes (If Yes, Go to Q20)
- ☐ Partially tried (Go to Q21)
- ☐ No (Go to Q21)
- ☐ N/A - Info Only (Skip to Q22)

**20.** How well did this work for you?

- |                                           |                                           |
|-------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Worked very well | <input type="checkbox"/> Did not work     |
| <input type="checkbox"/> Worked somewhat  | <input type="checkbox"/> Too soon to tell |

**21. Why not? (Choose all that apply)**

- |                                                                |                                                                         |
|----------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Didn't understand/forgot instructions | <input type="checkbox"/> Nothing could be done                          |
| <input type="checkbox"/> Too hard/not worth the effort         | <input type="checkbox"/> Tried, no one called back/couldn't get through |
| <input type="checkbox"/> Afraid/discouraged/no confidence      | <input type="checkbox"/> Other -describe                                |
| <input type="checkbox"/> Changed my mind                       |                                                                         |

Please describe:

---

---

---

---

---

**22. Did the legal advisor who helped you with your problem tell you how to represent yourself in court?**

- ☐ Yes (If Yes, Go to Q23)
- ☐ No (Skip to Q26)
- ☐ Don't know (Skip to Q26)

**23. Did you do what that person suggested?**

- ☐ Yes (If Yes, Go to Q24)
- ☐ Partially tried (Go to Q25)
- ☐ No (Go to Q25)
- ☐ N/A - Info Only (Skip to Q26)

**24. How well did this work for you?**

- |                                           |                                           |
|-------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Worked very well | <input type="checkbox"/> Did not work     |
| <input type="checkbox"/> Worked somewhat  | <input type="checkbox"/> Too soon to tell |

**25. Why Not? (Choose all that apply)**

- |                                                                |                                                                         |
|----------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Didn't understand/forgot instructions | <input type="checkbox"/> Nothing could be done                          |
| <input type="checkbox"/> Too hard/not worth the effort         | <input type="checkbox"/> Tried, no one called back/couldn't get through |
| <input type="checkbox"/> Afraid/discouraged/no confidence      | <input type="checkbox"/> Other - describe                               |
| <input type="checkbox"/> Changed my mind                       |                                                                         |

Other, please describe:

---

---

---

---

**26. Did the legal advisor who helped you with your problem give you advice about how to deal with a government agency?**

- ☐ Yes (If Yes, Go to Q27)
- ☐ No (Skip to Q30)
- ☐ Don't know (Skip to Q30)

**27. Did you do what that person suggested?**

- ☐ Yes (If Yes, Go to Q28)
- ☐ Partially tried (Go to Q29)
- ☐ No (Go to Q29)
- ☐ N/A - Info Only (Skip to Q30)

**28. How well did this work for you?**

- |                                           |                                           |
|-------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Worked very well | <input type="checkbox"/> Did not work     |
| <input type="checkbox"/> Worked somewhat  | <input type="checkbox"/> Too soon to tell |

**29. Why Not? (Choose all that apply)**

- |                                                                |                                                                         |
|----------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Didn't understand/forgot instructions | <input type="checkbox"/> Nothing could be done                          |
| <input type="checkbox"/> Too hard/not worth the effort         | <input type="checkbox"/> Tried, no one called back/couldn't get through |
| <input type="checkbox"/> Afraid/discouraged/no confidence      | <input type="checkbox"/> Other - describe                               |
| <input type="checkbox"/> Changed my mind                       |                                                                         |

Other, Please describe:

---

---

---

---

**30. Did the legal advisor who helped you with your problem tell you how to represent yourself in an agency proceeding?**

- ☐ Yes (If Yes, Go to Q31)
- ☐ No (Skip to Q34)
- ☐ Don't know (Skip to Q34)

**31. Did you do what that person suggested?**

- ☐ Yes (If Yes, Go to Q32)
- ☐ Partially tried (Go to Q33)
- ☐ No (Go to Q33)
- ☐ N/A - Info Only (Skip to Q34)

**32. How well did this work for you?**

- |                                           |                                           |
|-------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Worked very well | <input type="checkbox"/> Did not work     |
| <input type="checkbox"/> Worked somewhat  | <input type="checkbox"/> Too soon to tell |

**33. Why Not? (Choose all that apply)**

- |                                                                |                                                                         |
|----------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Didn't understand/forgot instructions | <input type="checkbox"/> Nothing could be done                          |
| <input type="checkbox"/> Too hard/not worth the effort.        | <input type="checkbox"/> Tried, no one called back/couldn't get through |
| <input type="checkbox"/> Afraid/discouraged/no confidence      | <input type="checkbox"/> Other - describe                               |
| <input type="checkbox"/> Changed my mind                       |                                                                         |

Other, Please describe:

---

---

---

---

**34. Did the legal advisor who helped you with your problem review your income or other qualifications for public benefits and tell you how to apply for benefits?**

- ☐ Yes (if Yes, Go to Q35)
- ☐ No (Skip to Q38)
- ☐ Don't know (Skip to Qa38)

**35. Did you do what that person suggested?**

- ☐ Yes (If Yes, Go to Q36)
- ☐ Partially tried (Go to Q37)
- ☐ No (Go to Q37)
- ☐ N/A - Info Only (Skip to Q38)

**36. How well did this work for you?**

- |                                           |                                           |
|-------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Worked very well | <input type="checkbox"/> Did not work     |
| <input type="checkbox"/> Worked somewhat  | <input type="checkbox"/> Too soon to tell |

**37. Why Not? (Choose all that apply)**

- |                                                                |                                                                         |
|----------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Didn't understand/forgot instructions | <input type="checkbox"/> Nothing could be done                          |
| <input type="checkbox"/> Too hard/not worth the effort         | <input type="checkbox"/> Tried, no one called back/couldn't get through |
| <input type="checkbox"/> Afraid/discouraged/no confidence      | <input type="checkbox"/> Other - describe                               |
| <input type="checkbox"/> Changed my mind                       |                                                                         |

Other, Please describe:

---

---

---

---

**38. Did the legal advisor who helped you with your problem help you to fill out a form, or make a call, or write a letter?**

- ☐ Yes (If Yes, Go to Q39)
- ☐ No (Skip to Q42)
- ☐ Don't know (Skip to Q42)

**39. Did you do what that person suggested?**

- ☐ Yes (If Yes, Go to Q40)
- ☐ Partially tried (Go to Q41)
- ☐ No (Go to Q41)
- ☐ N/A - Info Only (Skip to Q42)

**40. How well did this work for you?**

- |                                           |                                           |
|-------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Worked very well | <input type="checkbox"/> Did not work     |
| <input type="checkbox"/> Worked somewhat  | <input type="checkbox"/> Too soon to tell |

**41. Why Not? (Choose all that apply)**

- |                                                                |                                                                         |
|----------------------------------------------------------------|-------------------------------------------------------------------------|
| <input type="checkbox"/> Didn't understand/forgot instructions | <input type="checkbox"/> Nothing could be done                          |
| <input type="checkbox"/> Too hard/not worth the effort         | <input type="checkbox"/> Tried, no one called back/couldn't get through |
| <input type="checkbox"/> Afraid/discouraged/no confidence      | <input type="checkbox"/> Other - describe                               |
| <input type="checkbox"/> Changed my mind                       |                                                                         |

Other, Please describe:

---

---

---

---

**42. Did the legal advisor who helped you with your problem refer you to another organization for help?**

- ☐ Yes (If Yes, Go to Q43)
- ☐ No (Skip to Q46)
- ☐ Don't know (Skip to Q46)

**43. Did you do what that person suggested?**

- ☐ Yes (If Yes, Go to Q44)
- ☐ Partially tried (Go to Q45)
- ☐ No (Go to Q45)
- ☐ N/A - Info Only (Skip to Q46)

**44. How well did this work for you?**

- |                                           |                                           |
|-------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Worked very well | <input type="checkbox"/> Did not work     |
| <input type="checkbox"/> Worked somewhat  | <input type="checkbox"/> Too soon to tell |

**45.**

- ☐ Didn't understand/forgot instructions
  - ☐ Too hard/not worth the effort
  - ☐ Afraid/discouraged/no confidence
  - ☐ Changed my mind
  - ☐ Nothing could be done
  - ☐ Tried, no one called back/couldn't get through
  - ☐ Other - describe

Other, Please describe:

---

---

---

---

---

**Now, I will ask you some general questions about what happened with your case, then I'll come back and ask you for more details.**

**46.**

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

47.

- ☐ *Favorable*
- ☐ *Unfavorable*
- ☐ *Not sure/Didn't answer*

**48. Is your legal problem solved?**

- |                                                           |                                                               |
|-----------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Yes - completely (Go to Q49)     | <input type="checkbox"/> No, not at all (Skip to Q50)         |
| <input type="checkbox"/> Yes - somewhat (Go to Q49)       | <input type="checkbox"/> Too soon to tell (Skip to Q50)       |
| <input type="checkbox"/> No, not completely (Skip to Q50) | <input type="checkbox"/> Not sure/Didn't answer (Skip to Q50) |

**Only Read if Q48= Yes Completely or Yes Somewhat:** "I'm going to go over with you a list of possible outcomes. For each, I'd like you to indicate whether or not you achieved that outcome."

**Note to interviewer:**

**CONFIRMED PROBLEM MATCHES CALL SHEET (in Q4):** Previous Legal Problem Category entered: {Q4.a}  
Previous Legal Problem Type entered: {Q4.b} Previous Legal Problem Code entered: {Q4.c}  
**CONFIRMED PROBLEM DID NOT MATCH CALL SHEET (in Q5):** Previous Legal Problem Category entered:  
{Q5.a} Previous Legal Problem Type entered: {Q5.b} Previous Legal Problem Code entered: {Q5.c}  
Complete Question 49 by asking about (just) the outcomes associated with that legal problem.

**49. Outcomes Confirmed by the Client (complete as many as are listed, up to four).**

1st Outcome Code (#) Confirmed by the Client

---

---

2nd Outcome Code (#) Confirmed by the Client

---

---

3rd Outcome Code (#) Confirmed by the Client

---

---

4th Outcome Code (#) Confirmed by the Client

---

---

If NONE of the outcomes listed apply -  
Other, Please Specify

---

---

---

---

---

**50.**

	<i>Totally Agree</i>	<i>Mostly Agree</i>	<i>Mostly Disagree</i>	<i>Totally disagree</i>	<i>Not Applicable or Not Sure</i>
I received a monetary settlement in my case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to defend against a claim for money from me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt the justice system dealt with my situation in a fair manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got a favorable ruling from the court or administrative agency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**So far, we've talked about your legal problem and its outcome. Now, let's talk about your experience with {Q50}.**

51.

[illegible]

**52.**

- ☐ Yes - completely

☐ Yes - somewhat

☐ Don't know, too soon to tell

☐ No, not completely

☐ No, not at all

☐ Situation changed/changed my mind/decided not to proceed

☐ Not sure/didn't answer

53.

- ☐ *Gotten better/improved?* ☐ *Stayed the same?*
- ☐ *Gotten worse?* ☐ *Not sure/didn't answer*

54.

- ☐ *Very helpful (Skip to Q57)* ☐ *Not very/not at all helpful (Continue to Q55)*
- ☐ *Somewhat helpful (Skip to Q57)* ☐ *Not sure/did not answer (Skip to Q57)*

55.

[illegible]

56.

Based on your answer to the last question, please indicate "True" or "False" to the following statements, based on how well they apply to the help provided to you by {Q50}.

	True	False
I couldn't understand what I was told or what I was supposed to do.	<input type="checkbox"/>	<input type="checkbox"/>
I was told to do things, but I didn't understand how to do them.	<input type="checkbox"/>	<input type="checkbox"/>
I didn't have time to do what I was told to do.	<input type="checkbox"/>	<input type="checkbox"/>
Things changed and the advice didn't make sense any more.	<input type="checkbox"/>	<input type="checkbox"/>
I tried, but couldn't get through to the people I was supposed to.	<input type="checkbox"/>	<input type="checkbox"/>
I tried, but I made mistakes.	<input type="checkbox"/>	<input type="checkbox"/>
I tried, but it was too difficult/hard.	<input type="checkbox"/>	<input type="checkbox"/>
I tried, but the court didn't accept my pleading.	<input type="checkbox"/>	<input type="checkbox"/>
I wanted a lawyer or someone at Legal Aid to do more for me.	<input type="checkbox"/>	<input type="checkbox"/>
There was nothing anyone could do.	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

Please Specify:

---



---



---



---



---



---



---

57.

	<i>Totally Agree</i>	<i>Mostly Agree</i>	<i>Mostly Disagree</i>	<i>Totally Disagree</i>	<i>Not Applicable or Don't Remember</i>
I received clear direction from the legal staff at {Q50}.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to understand the legal system better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt better prepared for taking the steps required in my case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to move my case forward to the next step.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had less stress or anxiety about the legal experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I did better than I could have without {Q50}'s help.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would contact {Q50} again if I had another legal problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 58.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

**59. Which of the following statements indicate things that could improve {Q50}?**

	<i>Totally Agree</i>	<i>Mostly Agree</i>	<i>Mostly Disagree</i>	<i>Totally Disagree</i>	<i>Not Applicable or Don't Remember</i>
More time spent on my problem by the legal advisor who helped me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More opportunities to meet face-to-face with the legal advisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make it easier to get through on the phone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explain things using non-legal terms that an ordinary person can understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide more written materials and resources about my legal problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call me back later to check on my progress and offer additional advice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offer more hours in early morning or late evening or on Saturday or Sunday.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide more help with my kind of legal problem, instead of limiting the service that they offer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**This completes our survey. Thank you for your willingness to participate.**

**INTERVIEWER: Capture the following information from the CALL LIST---Even if *different* information has been recorded from client.**

**60. CASE Number**

\_\_\_\_\_

**61. PCODE**

\_\_\_\_\_

**63. Client Name:**

\_\_\_\_\_

**64. Phone:**

\_\_\_\_\_

**65. Alternate Phone (if provided):**

---

**66. Gender**

☐ Male

☐ Female

**67. Age**

---

**68. Primary Language**

---

**69. Interpreter**

☐ Yes

☐ No

**70. DATE CASE FILE CLOSED:**

---

**71. "R" CLOSED:**

---

**72. DATE CASE FILE OPEN:**

---

**73. "P" CODE (Legal Problem Code)**

---

**74. LEGAL PROBLEM CATEGORY: (From List of Legal Problem Codes KEY)**

---

**75.**     LEGAL PROBLEM TYPE: (From List of Legal Problem Codes KEY)

\_\_\_\_\_

**76.**     CALL DATE:

\_\_\_\_\_

**77.**     CALLER INITIALS:

\_\_\_\_\_

**78.**     LSPN#

\_\_\_\_\_

## ATTACHMENT C:

### OUTCOME CATEGORIES USED IN THE CLIENT SURVEY

#### Outcomes Associated with Specific Legal Problems, by Problem Code

Legal Problem Categories and Codes			Applicable Outcomes ("Main Benefits")	
Major Category	Legal Problem Code	Legal Problem Name	Benefit Code	"Plain English" Labels for Main Benefits
Consumer	1	Bankruptcy/Debtor Relief	101	Filed for Bankruptcy under Chapter 7 or 13
			102	Debt Payment Negotiated
			103	Debt Avoided/Money Saved
	2	Collection (Incl. Repossession/Deficiency/Garnishment)	201	Stopped debt collection harassment
	3	Contracts/Warranties	301	Overcame illegal sales contracts and/or warranties
	4	Collection Practices/Creditor Harassment	401	Overcame discrimination in obtaining credit
	5	Predatory Lending Practices (Other than Mortgages)	501	Prevented or overcame utility termination
	6	Loans/Installment Purchase (Other than Collection)	601	Obtained credit
	7	Public Utilities	701	Prevented or overcame utility shut-off (including phone)
	8	Unfair and Deceptive Sales and Practices (Other than Real Property)	801	Overcame Unfair Sales Practices
Education	11	Education	1101	Overcame suspension or expulsion
			1102	Obtained right to special education
			1104	Educational Program Obtained/Preserved
			1105	Educational Appropriateness Improved

Employment	21	Employment Discrimination	2101	Overcame job discrimination
	22	Wage Claims and other FLSA (Fair Labor Standards Act) Issues	2201	Obtained wages due
	29	Other Employment	2901	Prevented wrongful discharge
			2902	Prevented illegal taking of employment benefit, e.g., pensions
			2904	Obtained an expungement (that is, got an unfavorable item removed from criminal record)
			2940	Got an arrest removed from my record
			2942	Got a pardon for a conviction
			2944	Police Records Corrected
			2946	Criminal Identity Theft in State Police Records - Corrected
			2948	Errors & Criminal Identity Theft in Criminal Court Records - Corrected
			2950	Inaccurate Criminal Reports by Vendors Corrected
			2952	Legal Restrictions - Ex Offenders - Able to Keep Job
			2954	Rights -Ex Offenders - Demand Letters - Obtained job or back pay
			2956	Rights-Ex Offenders - Equal Emp Opp - Obtained Job or Back Pay

**Family**

30	Adoption	3001	Successful Adoption
31	Custody/Visitation	3101	Obtained or maintained custody of children
		3102	Obtained or preserved right to visitation
32	Divorce/Separation/Annulment	3201	Obtained a divorce, legal sep., or annulment
33	Adult Guardian/Conservatorship	3301	Guardianship / Conserv. Obtained guardianship for disabled adult
		3302	Obtained guardianship for adoption for dependent child
		3303	Inappropriate Adult Guardianship Averted
34	Name Change	3401	Got name changed
35	Parental Rights Termination	3501	Prevented termination of parental rights
36	Paternity	3601	Established paternity for a child
37	Domestic Abuse	3701	Obtained protective order for victim of domestic violence
		3702	Issued warning to another party against "defiant trespass"
		3703	Got a protective order against me withdrawn or vacated
38	Support	3801	Obtained, preserved or increased child support
		3802	Decreased child support obligation
		3803	Obtained, preserved or increased spousal support
		3804	Decreased spousal support obligation

<b>Juvenile</b>	41	Delinquent	4102	Delinquency – consent decree obtained
			4103	Delinquency – informal consent obtained
			4104	Delinquency – charges withdrawn / dismissed
			4105	Delinquency – Expungement (removal of unfavorable item from criminal record) granted
	42	Neglected/Abused/Dependent	4201	Obtained benefits of emancipation
			4202	Obtained child protective order
			4204	Obtained child protective services without formal order
<b>Health</b>	51	Medicaid	5101	Gained access to Medicare or Medicaid provider
	52	Medicare	5201	Obtained/preserved/increased Medicare or Medicaid benefits/rights
	59	Other Health	5901	Obtained benefits of EPSDT (Early Periodic Screening, Diagnosis and Treatment) program
			5902	Prevented premature hospital discharge
			5903	Prevented nursing home abuse or assured nursing home quality care
			5904	Overcame denial of admission to emergency room
			5905	Stopped harmful medical treatment
			5906	Obtained health or disability insurance
			5908	Medical Benefits Obtained/Preserved
			5909	Medical Treatment Obtained/Preserved/Improved

<b>Housing</b>	61	Federally Subsidized Housing	6101	Obtained access to housing
	62	Homeownership/Real Property (Other than Foreclosure)	6201	Avoided foreclosure or other loss of home
	63	Private Landlord/Tenant	6301	Prevented eviction from rental housing
			6302	Overcame illegal charges by landlord
			6303	Overcame denial of tenant's rights under lease
			6304	Enforced tenant's rights to decent, habitable housing
			6305	Obtained repairs to dwelling
			6306	Housing/Shelter Preserved
			6307	Housing/Conditions Improved
	64	Public Housing	6401	Prevented denial of public housing tenant's rights
	69	Other Housing	6901	Prevented illegal discrimination in obtaining housing
<b>Income Maintenance</b>	71	TANF (Public Assistance Benefits)	7101	Obtained/preserved/increased AFDC/other welfare benefit/right
	72	Social Security (Other than SSDI)	7201	Black Lung
	73	Food Stamps	7301	Obtained/preserved/increased food stamps eligibility/right
	74	SSDI (Social Security Disability Income)	7401	Obtained/preserved/increased Social Security benefit/right
	75	SSI (Supplemental Security Income)	7501	Obtained/preserved/increased Supplemental Security or Disability benefit/right
	76	Unemployment Compensation	7601	Obtained/preserved/increased Unemployment comp. benefit/right
	77	Veterans Benefits	7701	Obtained/preserved/increased Veterans Benefits
	78	State and Local Income Maintenance	7801	Obtained/preserved/increased Worker's Compensation

<b>Individual Rights</b>	81	Immigration/Naturalization	8101	Immigrant avoided deportation
			8102	Undocumented immigrant obtained legal status
			8103	Immigrant family unit kept intact
	83	Prisoner's Rights	8301	Obtained/preserved/increased benefits/rights of prisoners
	84	Disability Rights	8401	Obtained/preserved/increased benefits/rights of disabled persons
			8402	Obtained/preserved/increased benefits/rights of instit. persons
<b>Miscellaneous</b>	91	Legal Assist. To Non-Profit Org. or Group (Incl. Incorporation/ Dissolution)	9101	Obtained incorporation/tax exempt status
	91	Legal Assist. To Non-Profit Org. or Group (Incl. Incorporation/ Dissolution)	9102	Obtained assistance with other structural or governance issues.
	92	Indian/Tribal Law	9201	Preserved or achieved Indian / Tribal benefits or rights
	93	Licenses (Drivers, Occupational, and Others)	9301	Overcame illegal taking of or restriction to a driver's license
	94	Torts (Personal Injury)	9401	Defended a Tort (Personal Injury)
	95	Wills/Estates	9501	Obtained a will
			9502	Obtained a living will or health proxy or power of attorney

99	Other Miscellaneous	9900	Stopped illegal activity other than that covered under Order of Protection against domestic violence
		9901	Obtained other benefit (specify)
		9902	Income Obtained/Preserved
		9903	Essential Property Regained/Preserved
		9904	Other Right/Privilege/Benefit Obtained/Preserved
		9905	Monetary benefit achieved
		9906	Money Won/Saved for Government
		9907	Community Education Provided
		9910	Pro Se (self represented litigant) goals achieved
		9911	Power of Attorney document Prepared
		9912	Medical Power of Attorney document Prepared
		9913	Document Prepared